



TRICARE Region North



Virginia Military Advisory Council Brief

Mr. Pradeep G. Gidwani, SES, FACHE

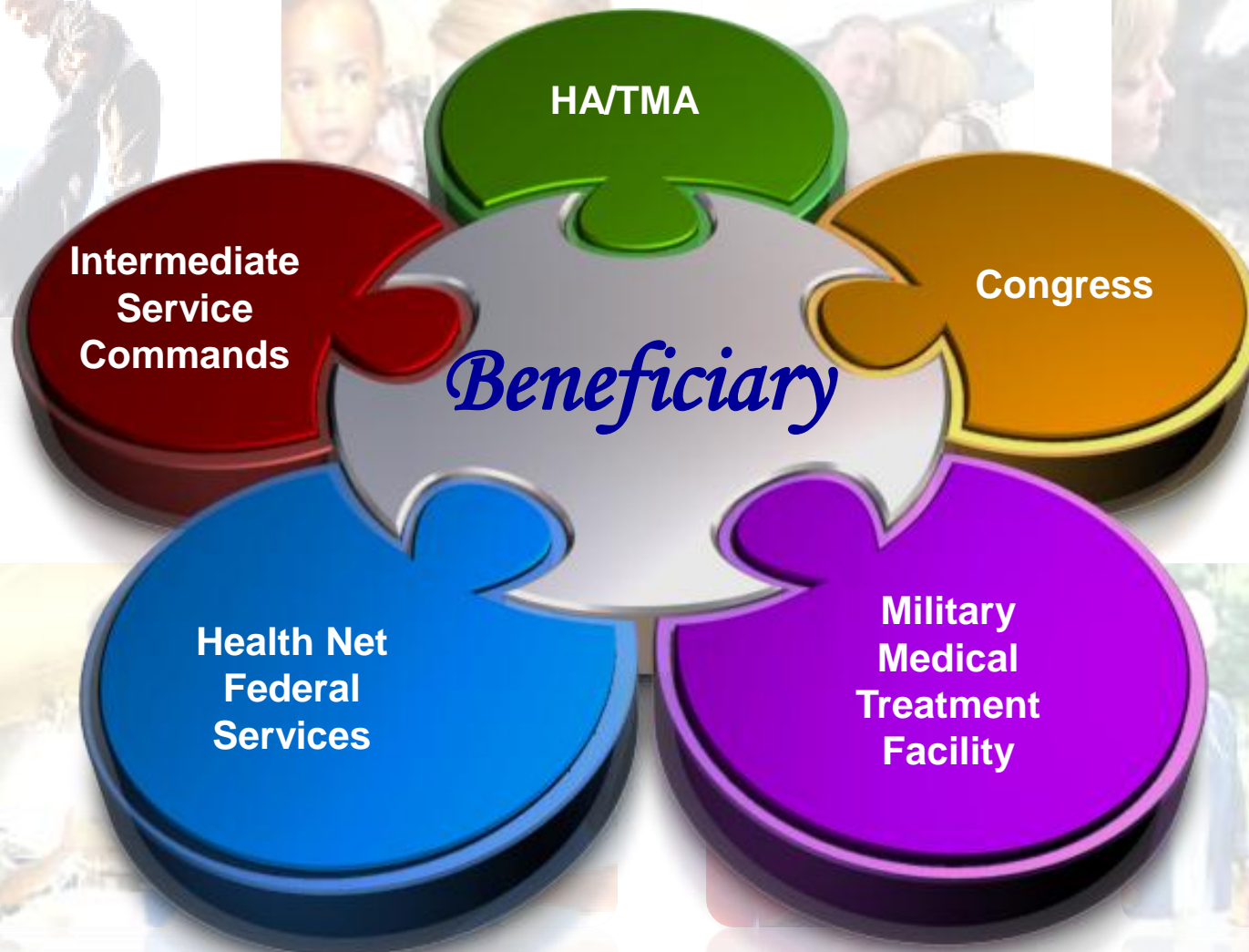
Director, TRICARE Region North

10 December 2012





TRO North's Ethos





Agenda



- National Profile
- DoD Profile
- Anticipating Inflection Points
- TRICARE Region North Overview
- Fiscal Year 2013: Avoiding Disruptions



Dire Fiscal Situation ???



Current gross Federal debt is \$16.35 trillion
(Debt held by the public is \$11.6 trillion)

By 2015, the national debt is projected to hit:



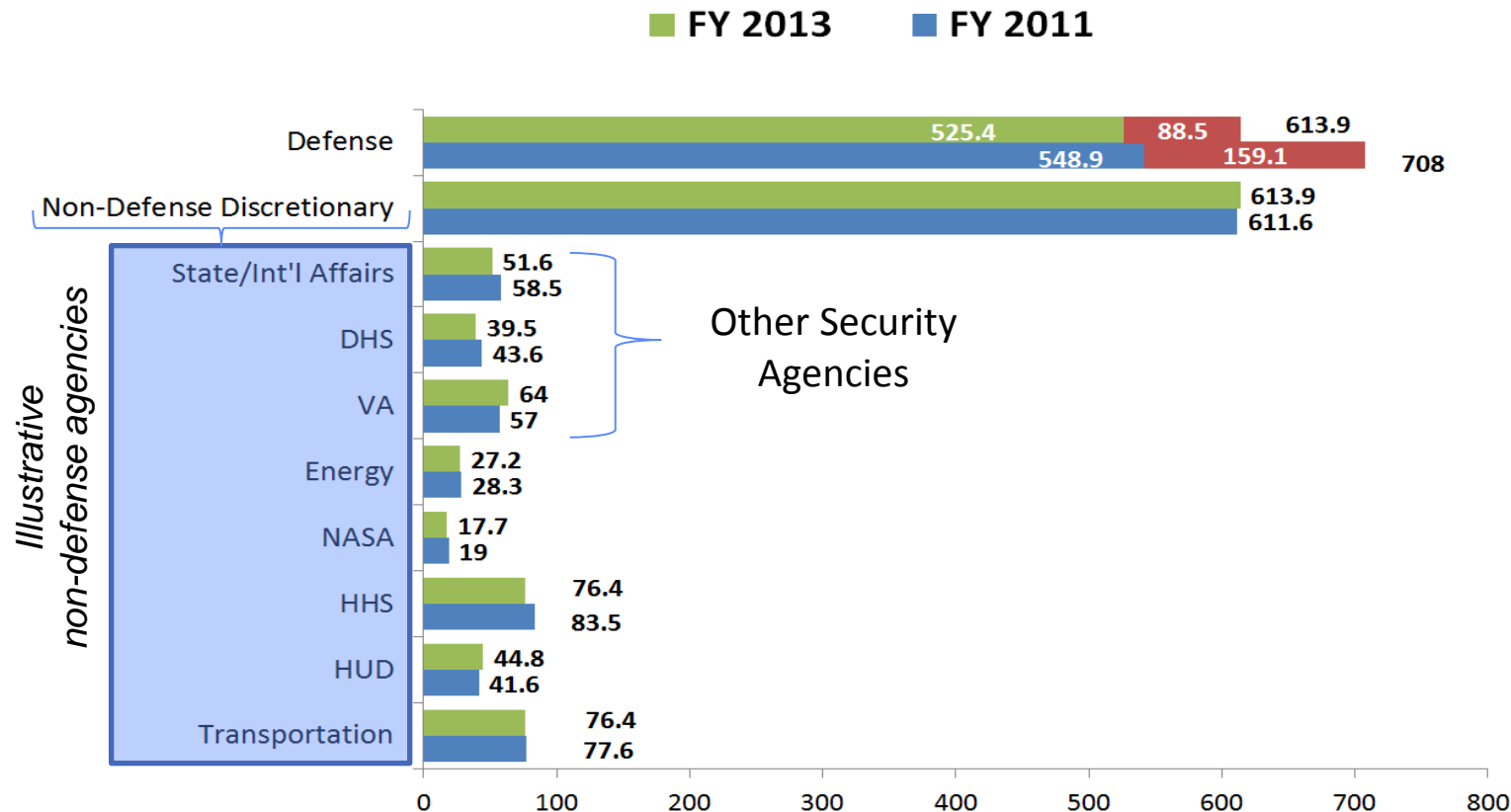
\$19.7 trillion

103% of GDP

78% of GDP (May 2012)



Discretionary Budget by Agency (budgetary resources, \$ billions)



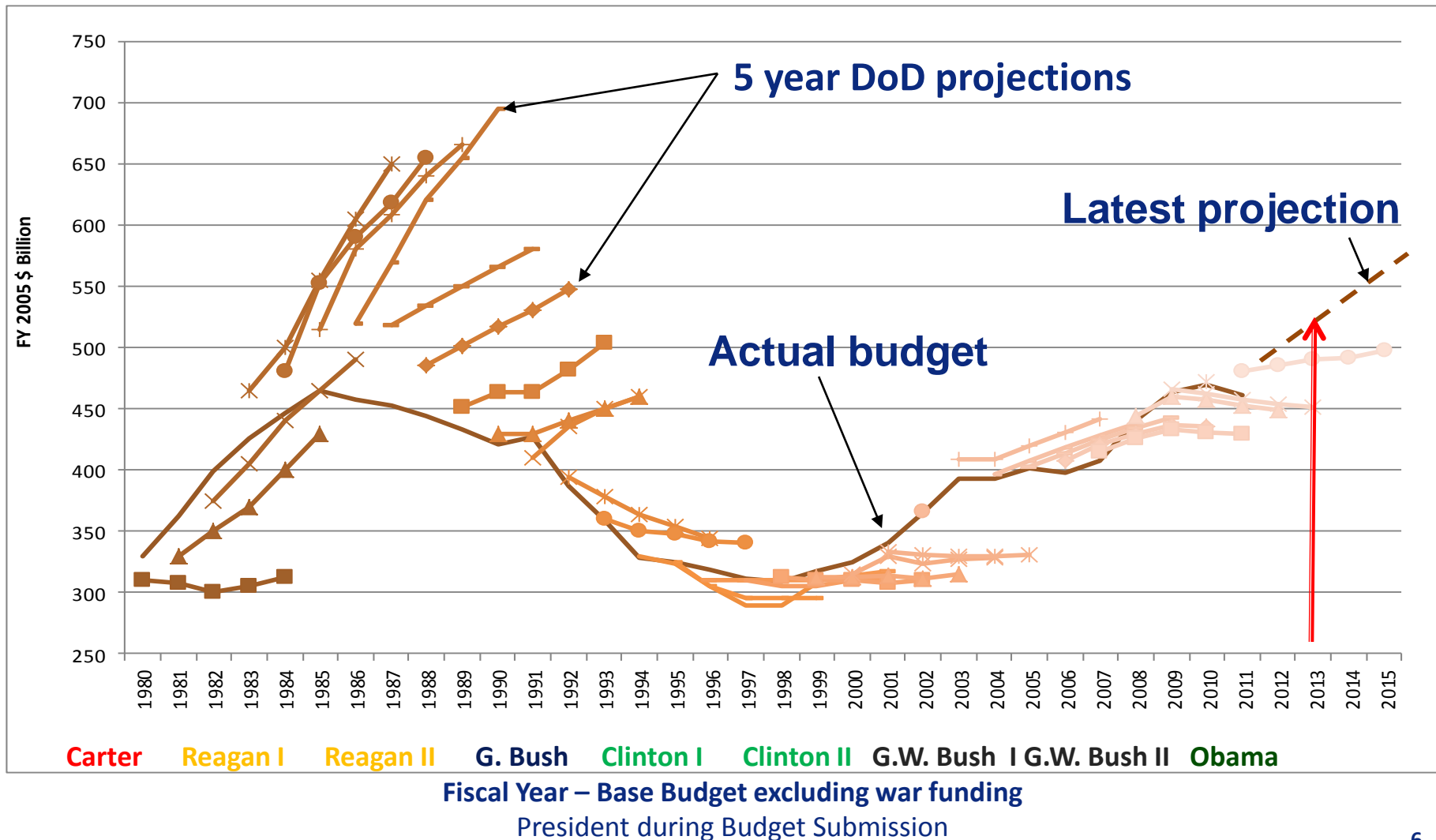
DoD budget dwarfs other security spending (e.g. State, DHS):

- Is security spending properly balanced?
- How much of a non-defense role do we want DoD to play? (e.g. border security, post-conflict reconstruction, disaster response)



Budget Forecasting: The Difficulties

5 year Forecast vs. Actual Budget



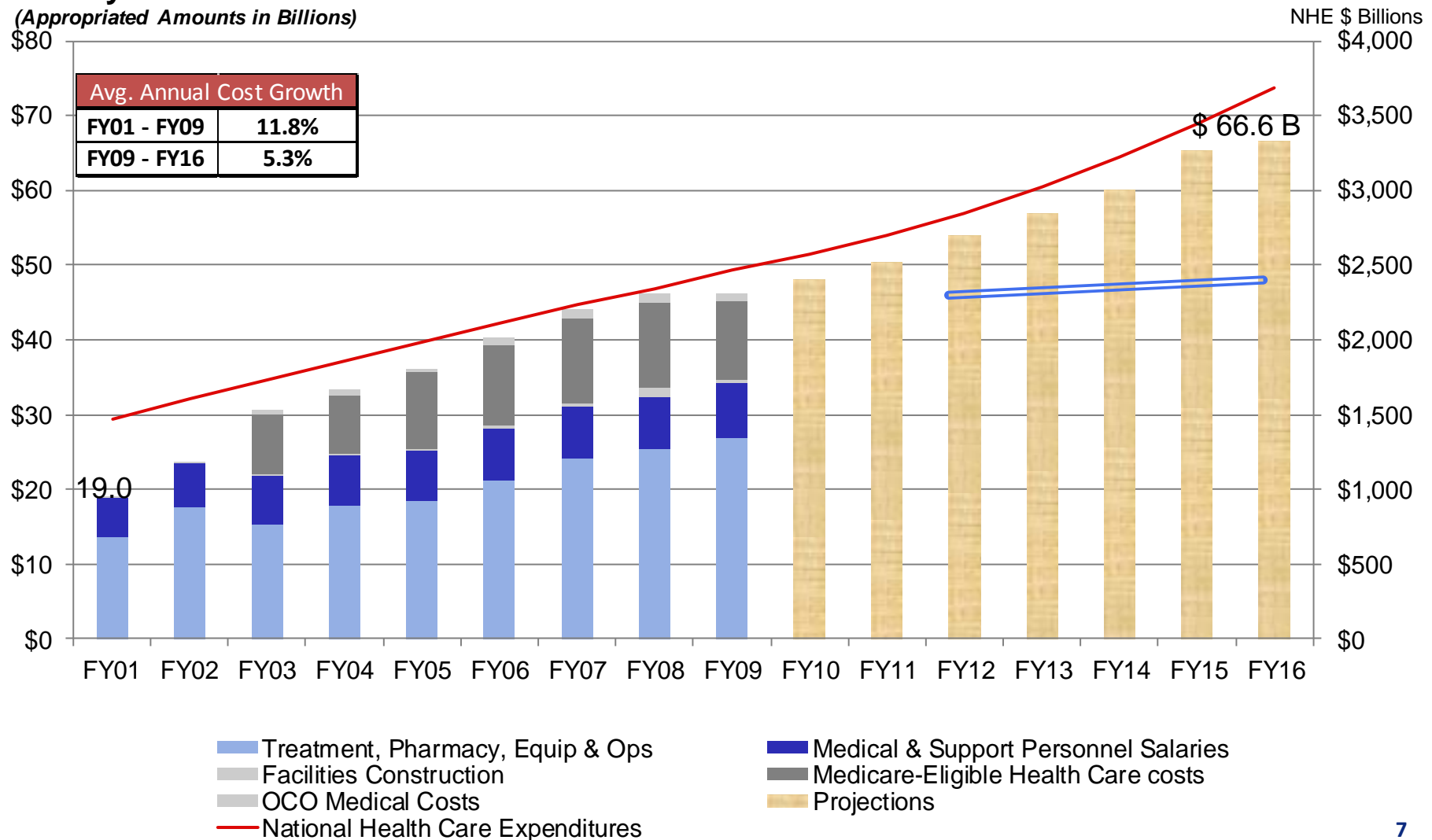


Costs Continue to Rise



Military Health Care from FY 2001 to FY 2016

(Appropriated Amounts in Billions)

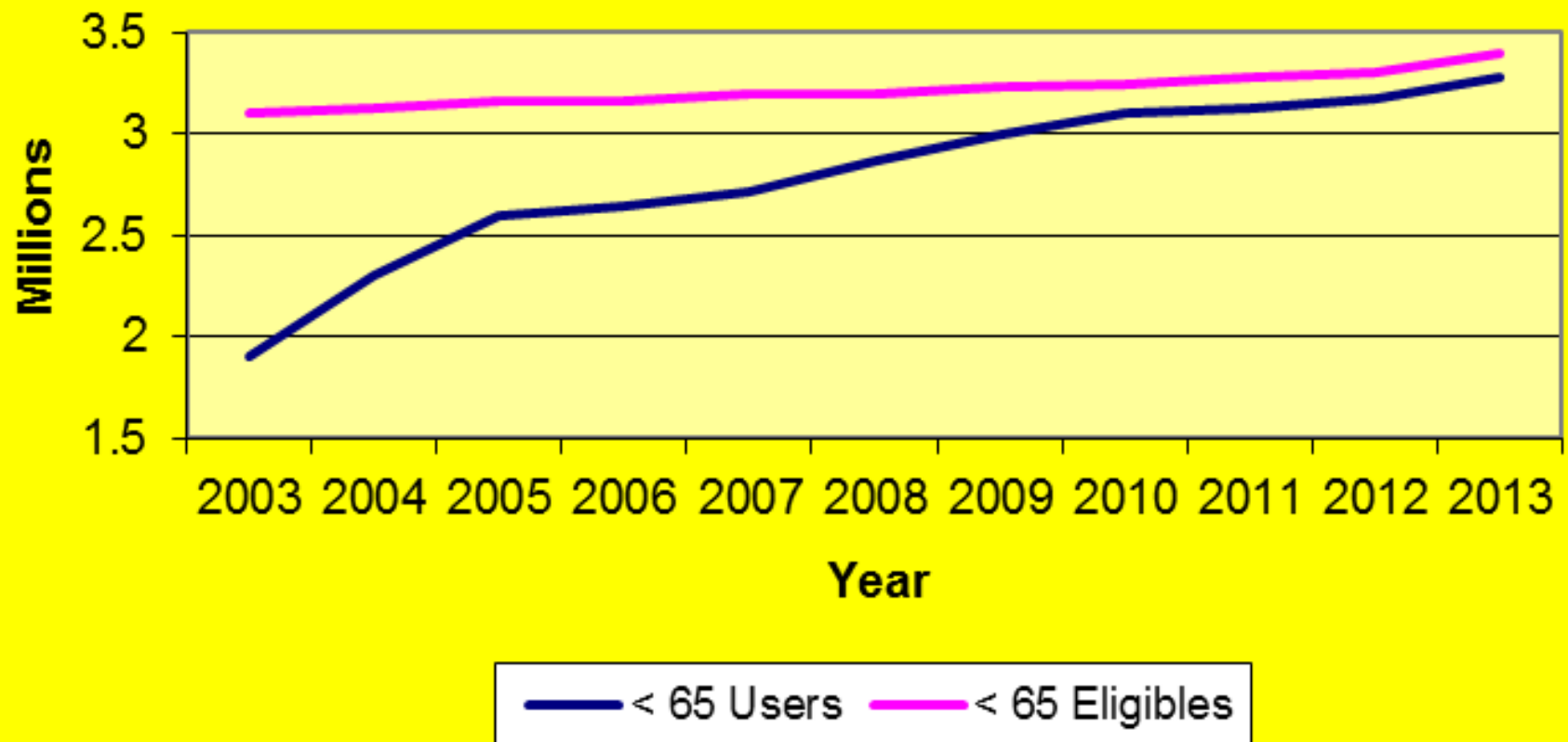




Retiree Health Care (Between ages 39-65)

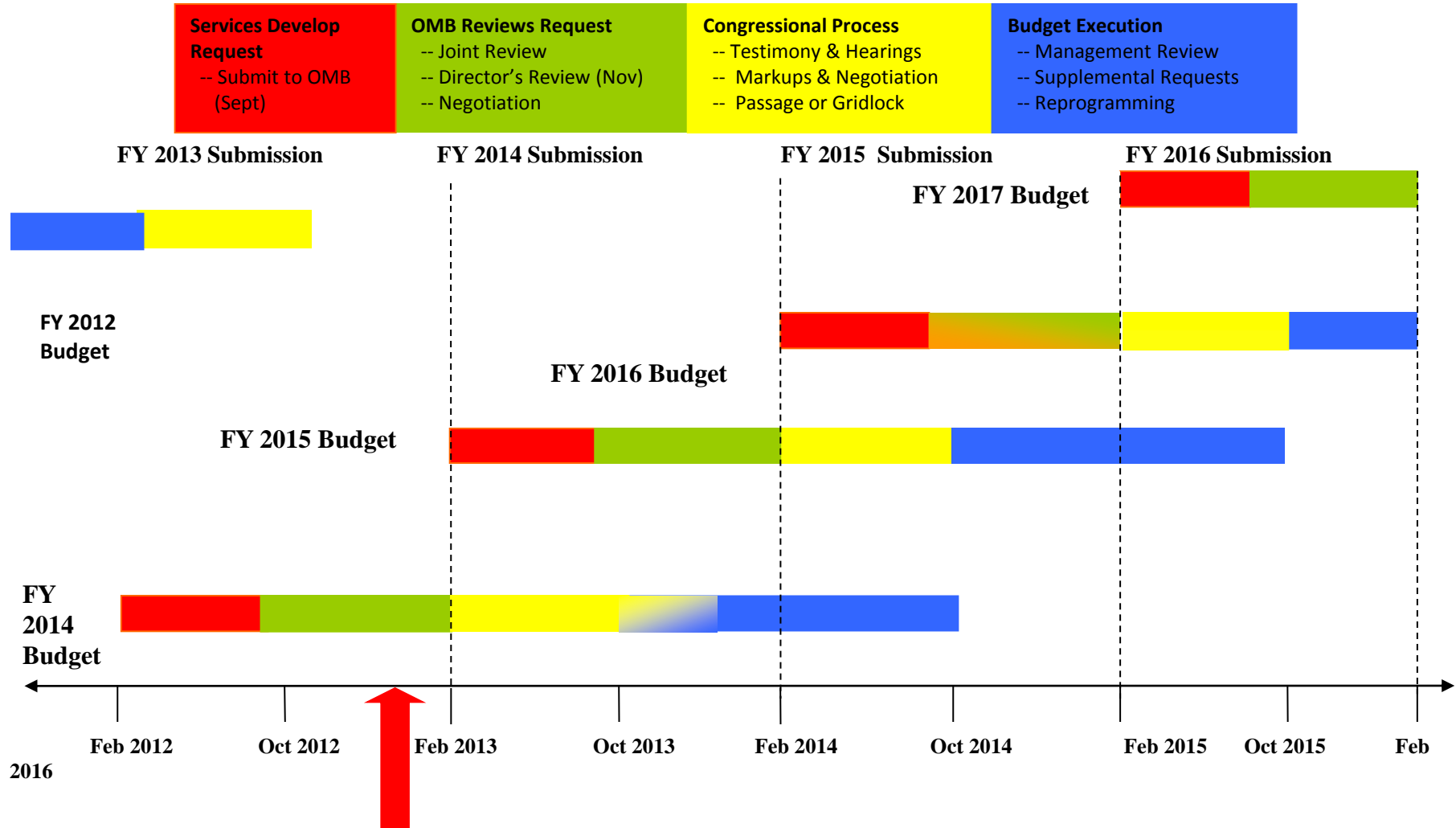


Growth of under 65 retirees who use DoD for Health Care





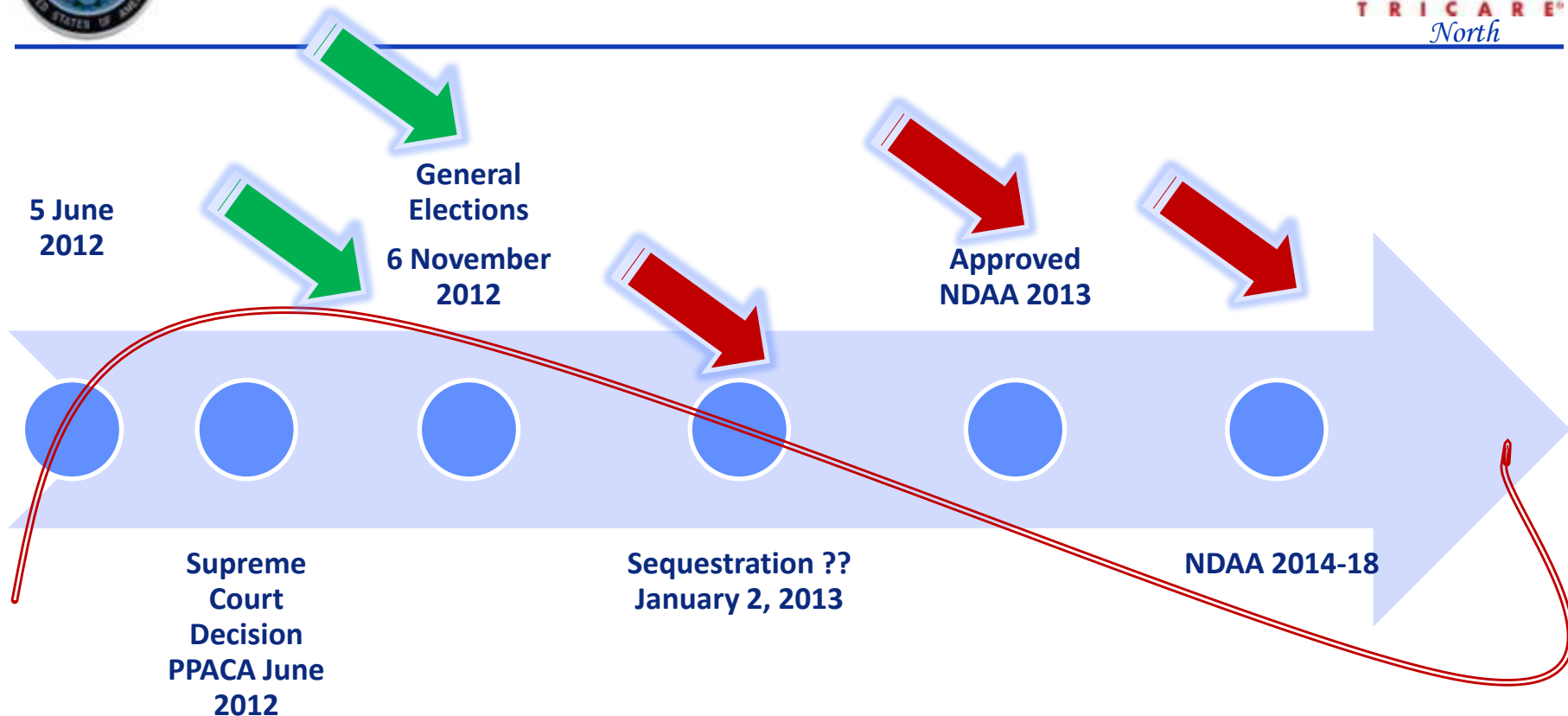
Overlapping Budget Process



We Are Here



Inflection Points



- With this strategy as a guide, over the 10 years beginning in 2012, DOD will spend \$486.9 billion less than was planned in last year's Budget
- Provides \$525.4 billion in discretionary funding for the base DoD budget, a decrease of 1 percent, or \$5.1 billion, below the 2012 enacted level in 2013
- DOD Overseas Contingency Operations funding will fall by 23%
- However, over the next 10 years the base budget will grow modestly



Annual Health Care Costs Incurred by DoD Members



DoD Health Care Costs - \$51Billion annual

- DoD Medicare Eligible Retiree Health Care Fund \$10.9B
- Medical Military Personnel \$7.9B
- *Department of the Treasury – Unfunded Retiree Account ~\$5B (\$19B)*
- Medical Military Construction/Sustainment – \$1.0B
- DoD DHP Costs \$31.0B
- Line Operational Medical Costs - ??



DoD FY 2013 Request

In Progress Review (30 November 2012)



DOD FY13 Request vs. FY12 - DOD data, table by Defense Industry Daily

	FY12 enacted	FY13 PB	delta FY12 vs 13	
Military Personnel	\$141.8B	\$135.1B	-\$6.7B	-4.7%
Operations & Maintenance	\$197.2B	\$208.8B	\$11.5B	+5.9%
Procurement	\$104.5B	\$98.8B	-\$5.7B	-5.5%
Research, Dev, Test & Eval	\$71.4B	\$69.4B	-\$2.0B	-2.8%
Military Construction	\$11.4B	\$9.6B	-\$1.8B	-15.8%
Family Housing	\$1.7B	\$1.7B	\$0.0B	-1.9%
Other	\$2.6B	\$2.1B	-\$0.5B	-19.5%
Baseline	\$530.6B	\$525.4B	-\$5.2B	-1.0%
Military Personnel	\$11.3B	\$14.1B	\$2.8B	+24.5%
Operations & Maintenance	\$86.8B	\$64.0B	-\$22.8B	-26.3%
Procurement	\$16.1B	\$9.7B	-\$6.4B	-39.7%
Research, Dev, Test & Eval	\$526.4M	\$245.5M	-\$0.3B	-53.4%
Other	\$435.0M	\$503.4M	\$0.1B	+15.7%
OCO	\$115.1B	\$88.5B	-\$26.6B	-23.1%
Military Personnel	\$153.1B	\$149.2B	-\$3.9B	-2.6%
Operations & Maintenance	\$284.0B	\$272.7B	-\$11.2B	-4.0%
Procurement	\$120.6B	\$108.5B	-\$12.1B	-10.0%
Research, Dev, Test & Eval	\$71.9B	\$69.7B	-\$2.2B	-3.1%
Military Construction	\$11.4B	\$9.6B	-\$1.8B	-15.8%
Family Housing	\$1.7B	\$1.7B	-\$32.2M	-1.9%
Other	\$3.1B	\$2.6B	-\$447.4M	-14.5%
Total	\$645.7B	\$613.9B	-\$31.8B	-4.9%

May 9, 2012, HASC passed the FY 2013 NDA bill proposing \$554 B + \$88 for OCO (\$642B)

May 25, 2012, SASC passed the FY 2013 NDA bill proposing \$525.8B + \$88.2 for OCO (\$614B)



Out Year Strategy



- Invests in critical Areas to implement new defense strategy
- Provides needed weapons systems for challenges of today and tomorrow
- Secures defense information networks from intrusion
- Deters and counters the spread of weapons of mass destruction
- Modernizes the nation's nuclear deterrent
- **Cares for service members and their families**
- Funds research and development for the military of the future



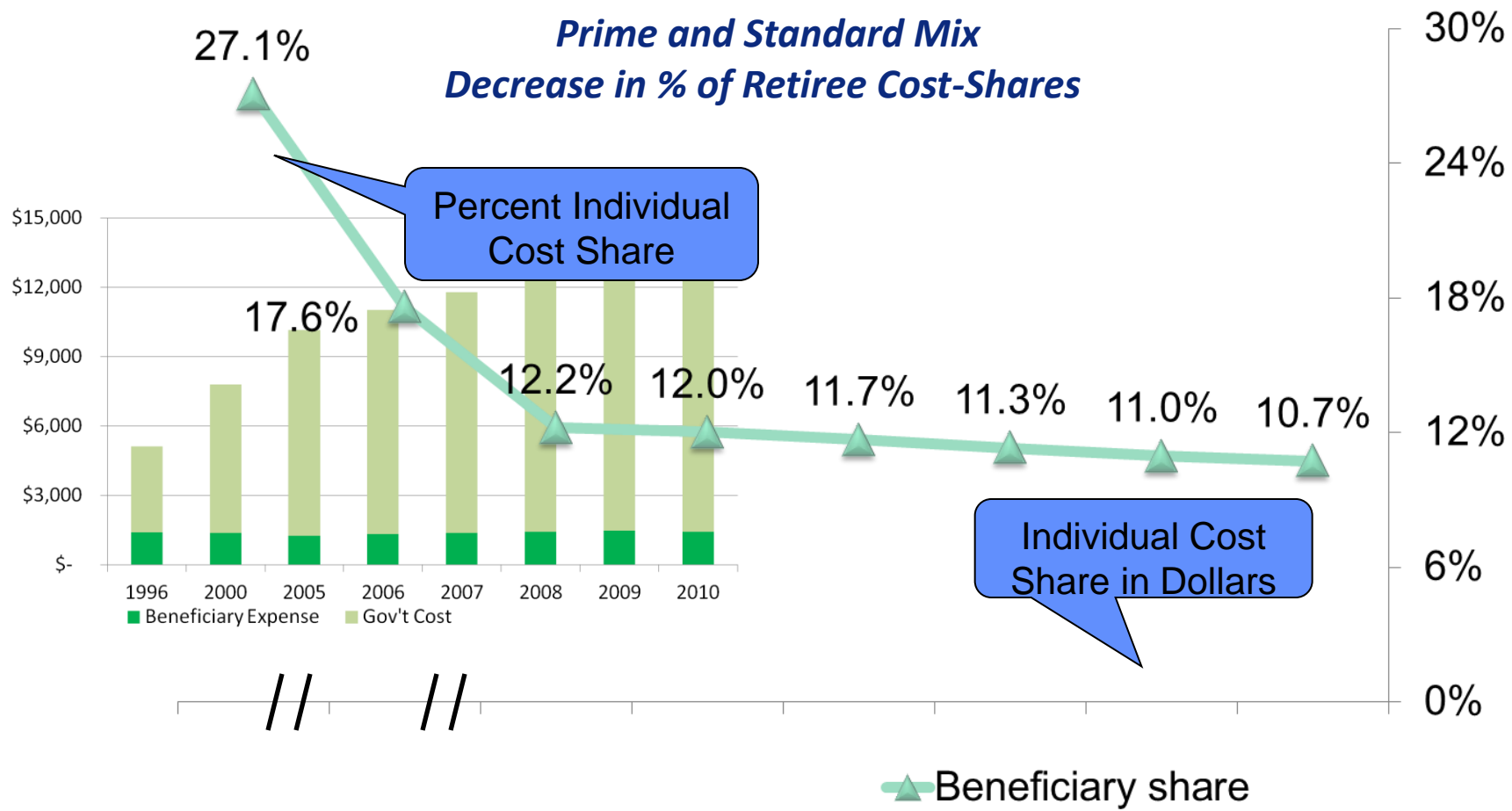
Cuts & Reforms Spending to Reflect the New Defense Strategy



- Resizes and Reshapes Military Forces
- Reassesses Base Structure
 - Budget request the authority for DoD to commence two additional rounds of BRAC
- **Adjust Health Care Benefits and Initiates Retirement Review**
 - **New TRICARE copays & fees**
 - **Increase to TRICARE Prime enrollment fees**
 - **Initiation of Standard/Extra annual enrollment fees**
 - **Adjustments to deductibles and catastrophic caps**
 - **Modify pharmacy copays to encourage use of mail order and MTFs**
 - **Annual fees for >64 years beneficiaries transitioning to TFL**
 - **Anticipated Savings \$12.9 Billion in discretionary funding**
 - **Anticipated \$4.7 billion in mandatory savings in the Medicare Eligible Retiree Health Care Fund (MERHCF)**
- Focuses on Management Efficiencies
- Conserves Energy
 - DoD consumes almost $\frac{3}{4}$ of all Federal energy resources



Beneficiary Cost-Share Trends



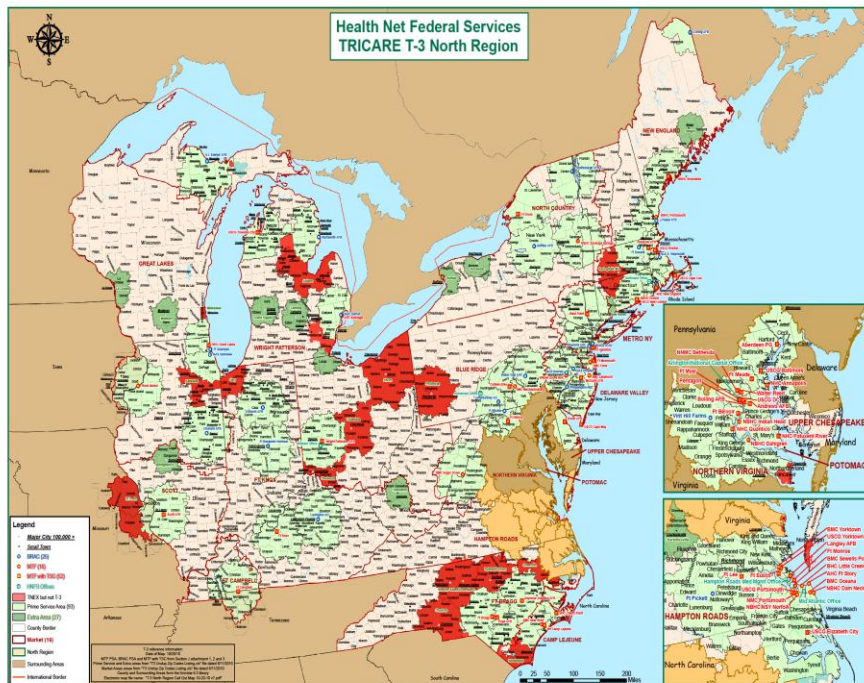
Assumes all care received in the civilian sector for a family of 3
Blended TRICARE rate is based on Ratio of Standard to Prime



TRICARE Region North CONUS & OCONUS



CONUS
20 States



OCONUS
Eurasia & Africa



96 Countries!





FY 2012 – Significant Accomplishments



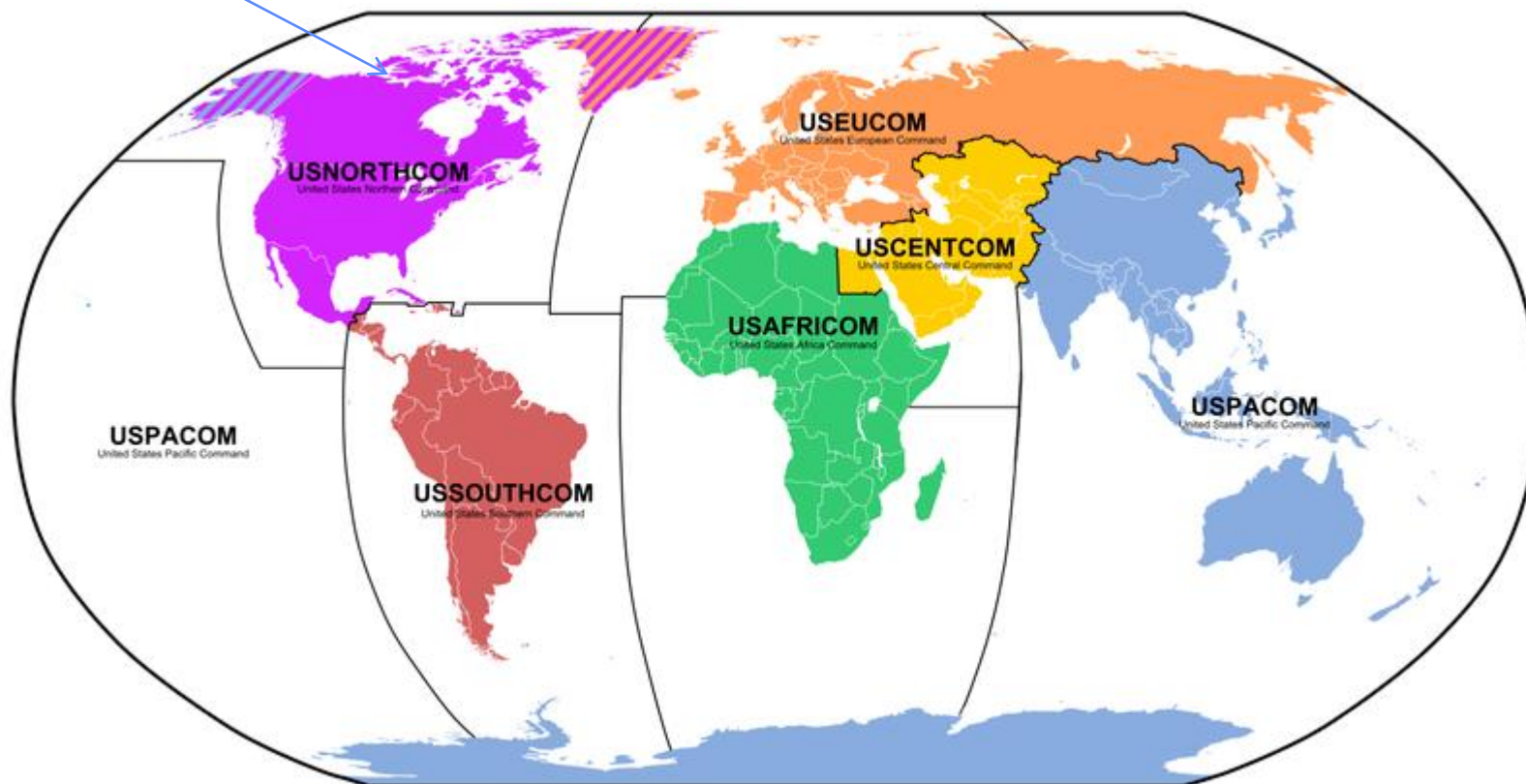
- Readiness: Ft. Drum, Ft. Bragg, Camp LeJeune, Ft. Campbell; Ft. McCoy
- JTF CAPMED & Fort Belvoir Transition
- Integrated Disability Evaluation System support
- Emergency Department Utilization/Urgent Care Clinics
- Poly-pharmacy
- Women's Health--HEDIS
- Children's Health
- Rx Home Health Delivery
- Out of Area Network Reimbursement
- Multi Service Market Support
- Sole Community Hospital Reimbursement Rule Change
- NDAA directed TRICARE Standard review
- TRICARE Europe, Asia & Africa
- Supplemental Health Care Program
- CONUS to OCONUS Care



Combatant Command Imperatives



USASTRATCOM
USTRANSCOM
USSOCOM
USJFCOM

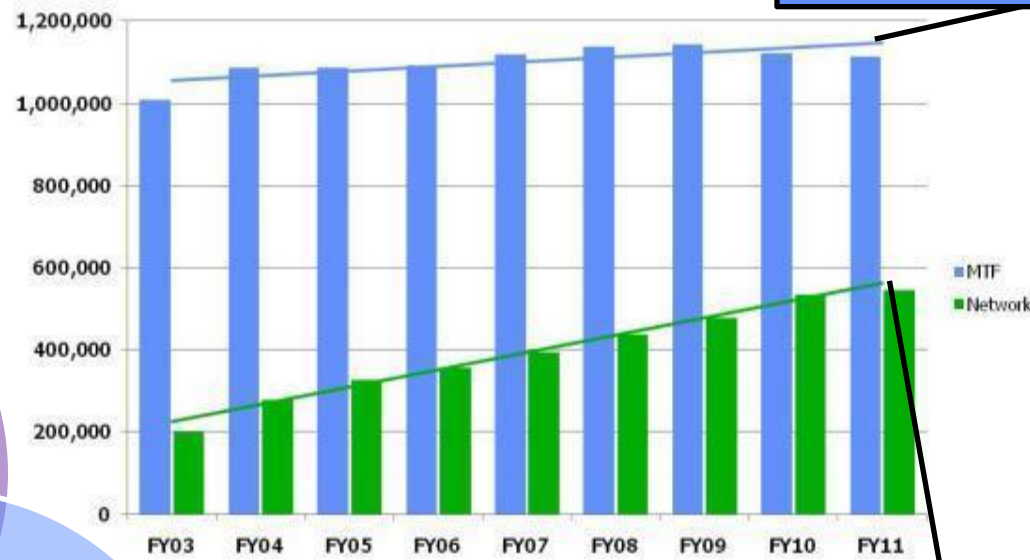




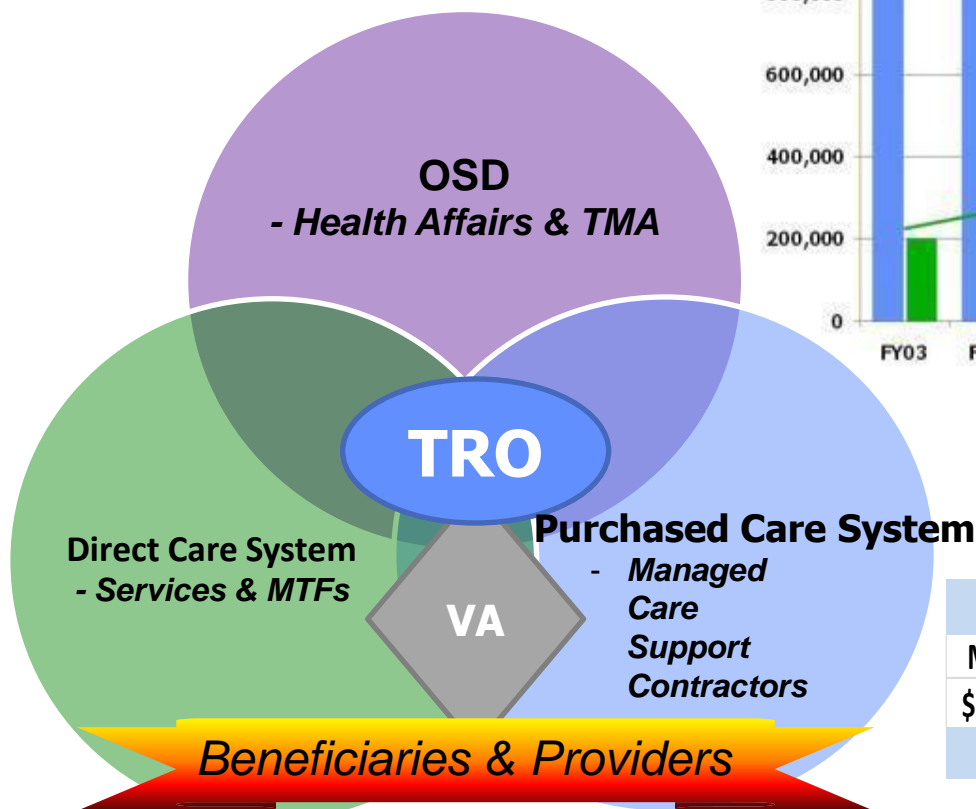
Strategic Position of the TRICARE Regional Office North



FY2011: 1,458,316 Enrolled Beneficiaries
1,632,702 Non-Enrolled



FY03 - FY11
172.3% increase



FY 2011 Aggregate Costs (Inpatient and Outpatient)				
MTF Prime Enrolled	MCSC Prime Enrolled	Non-Enrolled Others		
\$ 1,160,683,878	\$ 1,443,549,993	\$	2,464,240,229	
Total Cost		\$	5,068,474,099	

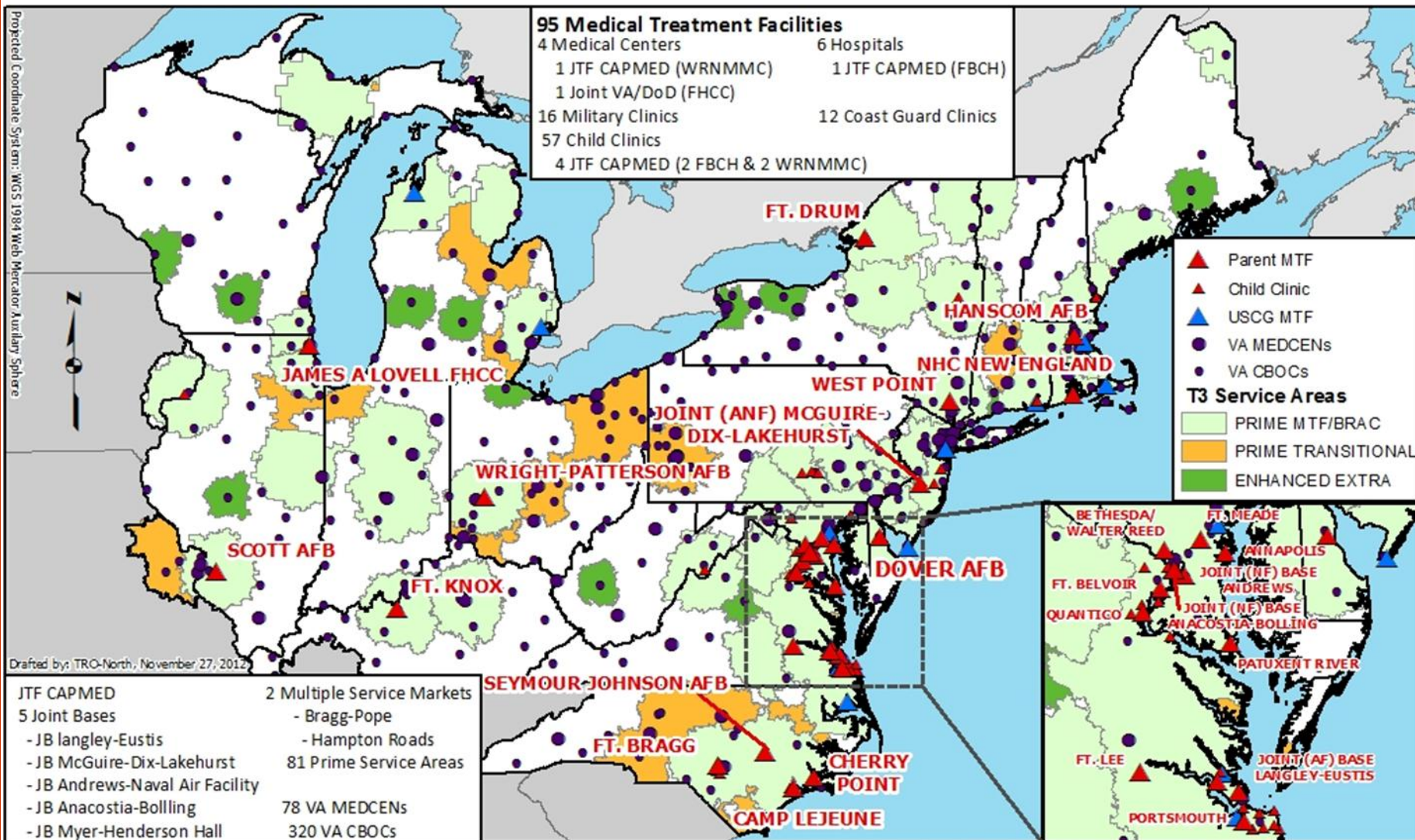


TRO North Market at a Glance

Area of Operation



Projected Coordinate System: WGS 1984 Web Mercator Auxiliary Sphere





Virginia at a Glance

Area of Operation



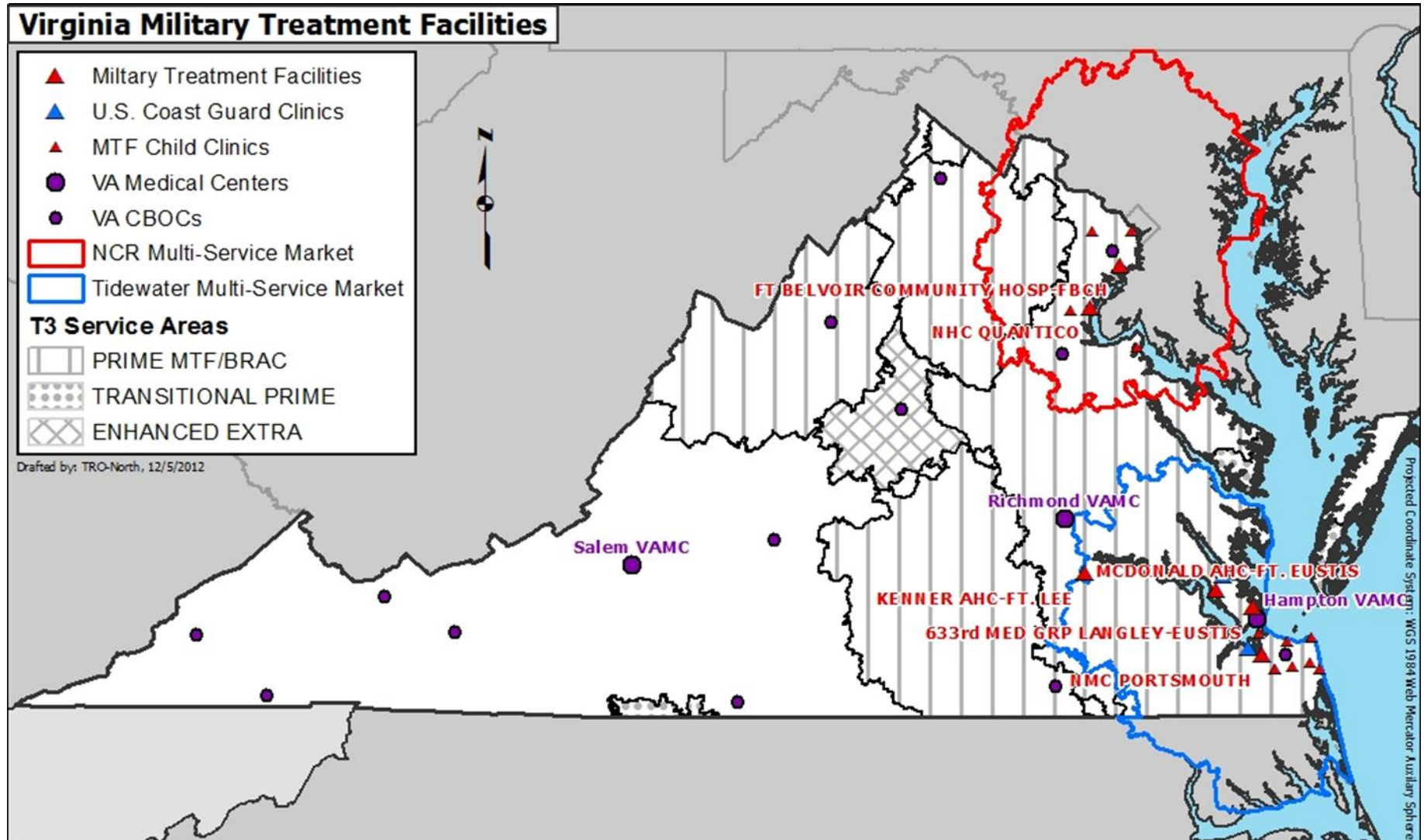
Virginia Military Treatment Facilities

- ▲ Military Treatment Facilities
- ▲ U.S. Coast Guard Clinics
- ▲ MTF Child Clinics
- VA Medical Centers
- VA CBOCs
- ▭ NCR Multi-Service Market
- ▭ Tidewater Multi-Service Market

T3 Service Areas

- ▭ PRIME MTF/BRAC
- ▭ TRANSITIONAL PRIME
- ▭ ENHANCED EXTRA

Drafted by: TRO-North, 12/5/2012





Virginia TRICARE Eligible Beneficiary Population Density



Virginia Eligible Beneficiary Population

FY2012 4th Quarter

Eligible Beneficiaries

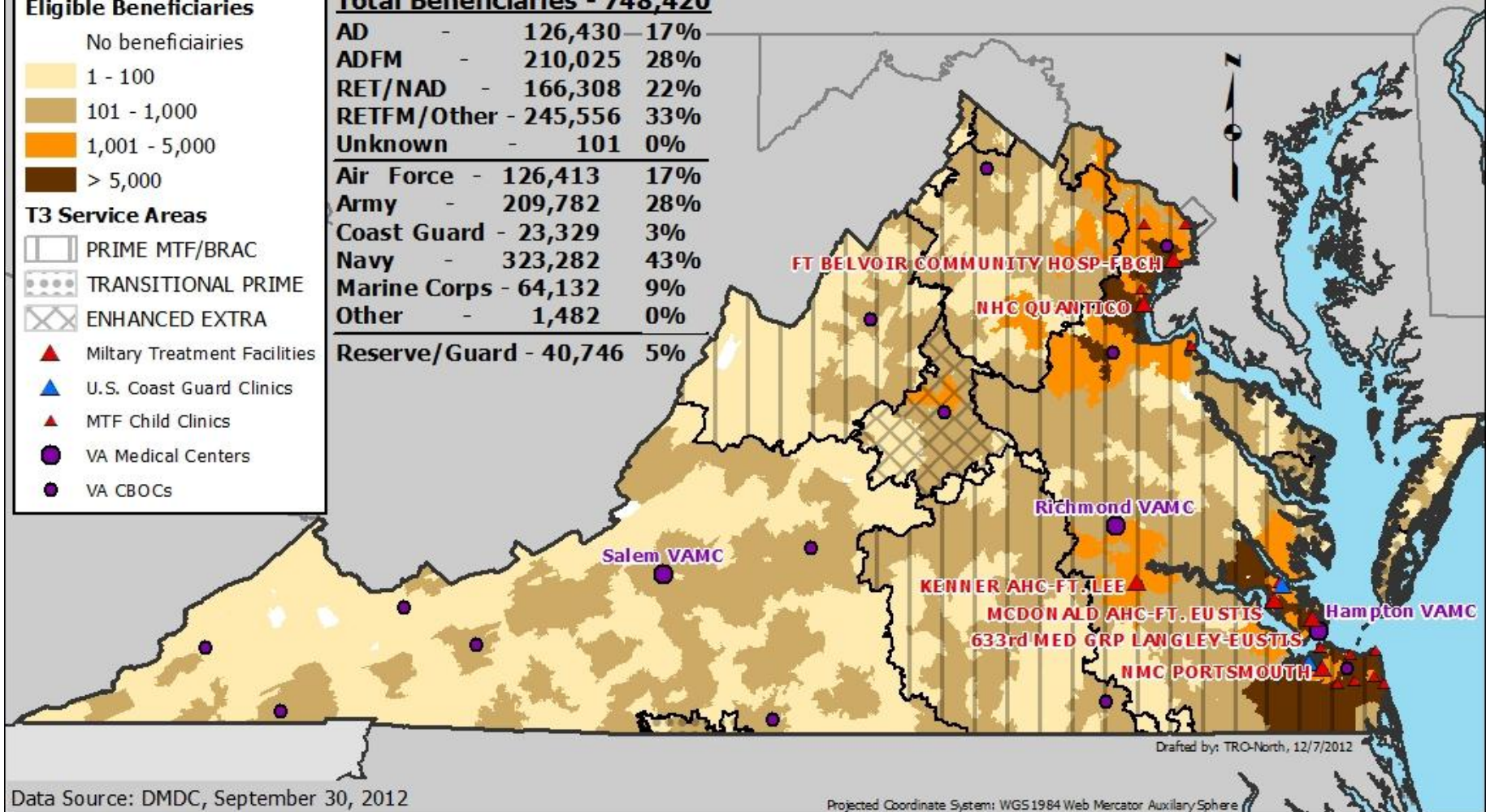


T3 Service Areas



Total Beneficiaries - 748,420

AD	-	126,430	17%
ADFM	-	210,025	28%
RET/NAD	-	166,308	22%
RETFM/Other	-	245,556	33%
Unknown	-	101	0%
Air Force	-	126,413	17%
Army	-	209,782	28%
Coast Guard	-	23,329	3%
Navy	-	323,282	43%
Marine Corps	-	64,132	9%
Other	-	1,482	0%
Reserve/Guard	-	40,746	5%



Drafted by: TRO-North, 12/7/2012

Data Source: DMDC, September 30, 2012

Projected Coordinate System: WGS1984 Web Mercator Auxiliary Sphere



Virginia TRICARE Enrolled Beneficiary Population Density



Virginia Prime Enrolled Beneficiary Population

FY2012 4th Quarter

Prime Enrolled Beneficiaries



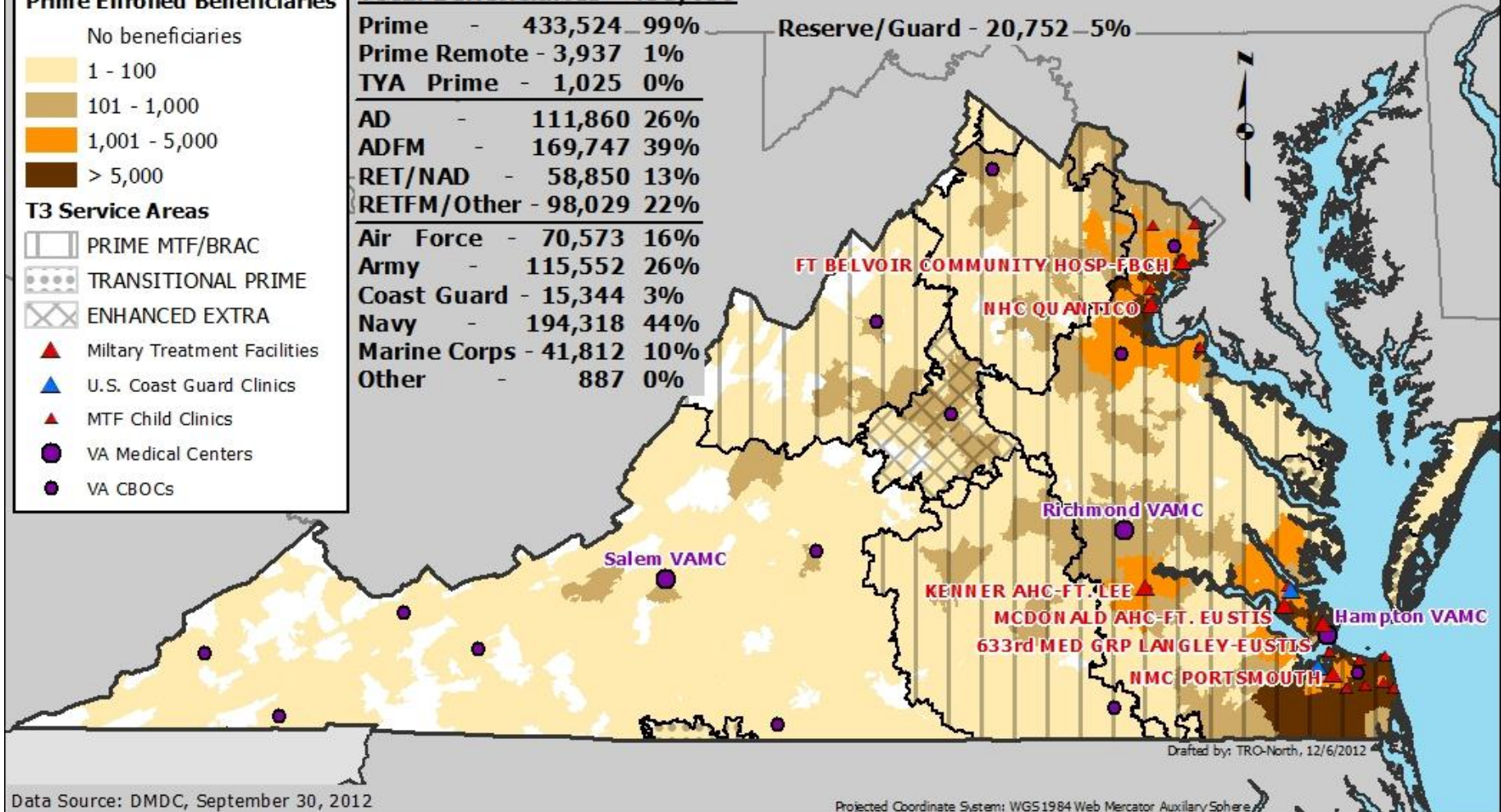
T3 Service Areas



Total Beneficiaries - 438,486

Prime	-	433,524	99%
Prime Remote	-	3,937	1%
TYA Prime	-	1,025	0%
AD	-	111,860	26%
ADFM	-	169,747	39%
RET/NAD	-	58,850	13%
RETFM/Other	-	98,029	22%
Air Force	-	70,573	16%
Army	-	115,552	26%
Coast Guard	-	15,344	3%
Navy	-	194,318	44%
Marine Corps	-	41,812	10%
Other	-	887	0%

Reserve/Guard - 20,752 - 5%



Drafted by: TRO-North, 12/6/2012

Data Source: DMDC, September 30, 2012

Projected Coordinate System: WGS1984 Web Mercator Auxiliary Sphere



Virginia TRICARE Standard Beneficiary Population Density



Virginia Total Standard Beneficiary Population

FY2012 4th Quarter

Standard Beneficiaries

- No beneficiaries
1 - 100
101 - 1,000
1,001 - 5,000
> 5,000

T3 Service Areas

- PRIME MTF/BRAC
TRANSITIONAL PRIME
ENHANCED EXTRA

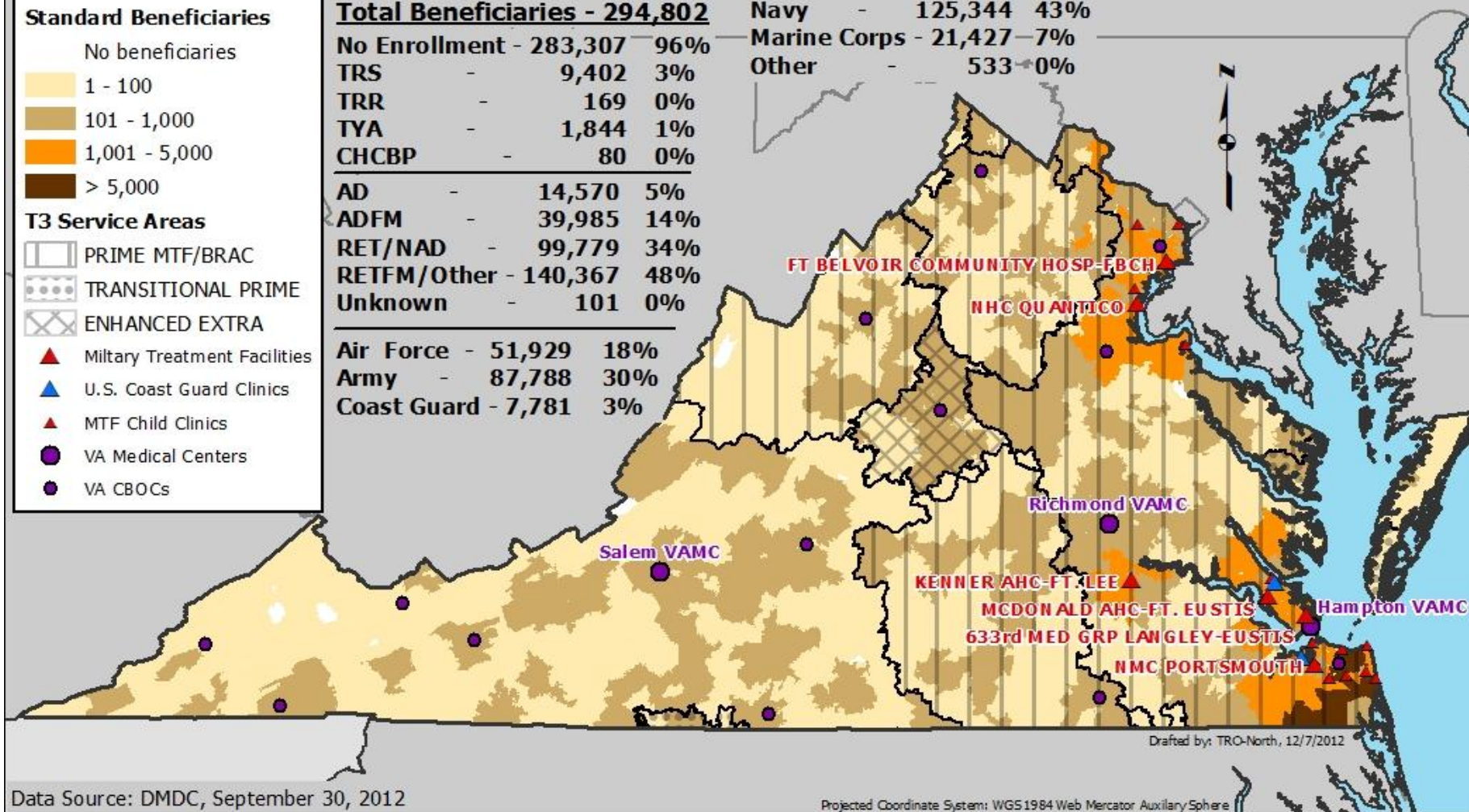
- ▲ Military Treatment Facilities
▲ U.S. Coast Guard Clinics
▲ MTF Child Clinics
● VA Medical Centers
● VA CBOCs

Total Beneficiaries - 294,802

No Enrollment	-	283,307	96%
TRS	-	9,402	3%
TRR	-	169	0%
TYA	-	1,844	1%
CHCBP	-	80	0%
AD	-	14,570	5%
ADFM	-	39,985	14%
RET/NAD	-	99,779	34%
RETFM/Other	-	140,367	48%
Unknown	-	101	0%

Air Force	-	51,929	18%
Army	-	87,788	30%
Coast Guard	-	7,781	3%

Navy	-	125,344	43%
Marine Corps	-	21,427	7%
Other	-	533	0%



Drafted by: TRO-North, 12/7/2012

Data Source: DMDC, September 30, 2012

Projected Coordinate System: WGS1984 Web Mercator Auxiliary Sphere



Virginia TRICARE For Life (TFL) Beneficiary Population Density



Virginia TRICARE For Life Beneficiary Population

FY2012 4th Quarter

TFL Beneficiaries

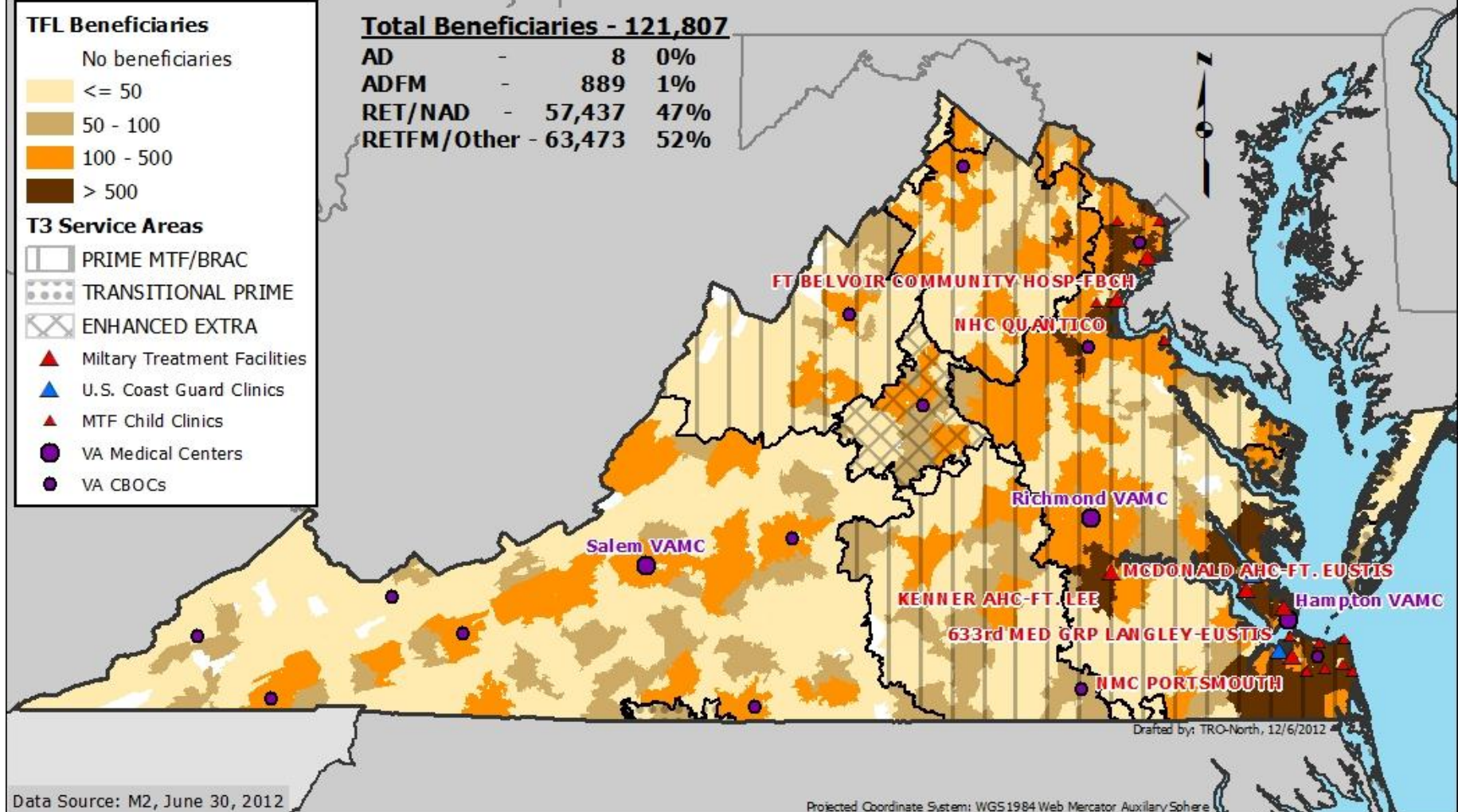


T3 Service Areas



Total Beneficiaries - 121,807

AD	-	8	0%
ADFM	-	889	1%
RET/NAD	-	57,437	47%
RETFM/Other	-	63,473	52%



Data Source: M2, June 30, 2012

Projected Coordinate System: WGS1984 Web Mercator Auxiliary Sphere



Virginia TRICARE Retired Reserve (TRR) Beneficiary Population Density



Virginia TRICARE Retired Reserve Beneficiary Population

FY2012 4th Quarter

TRR Beneficiaries

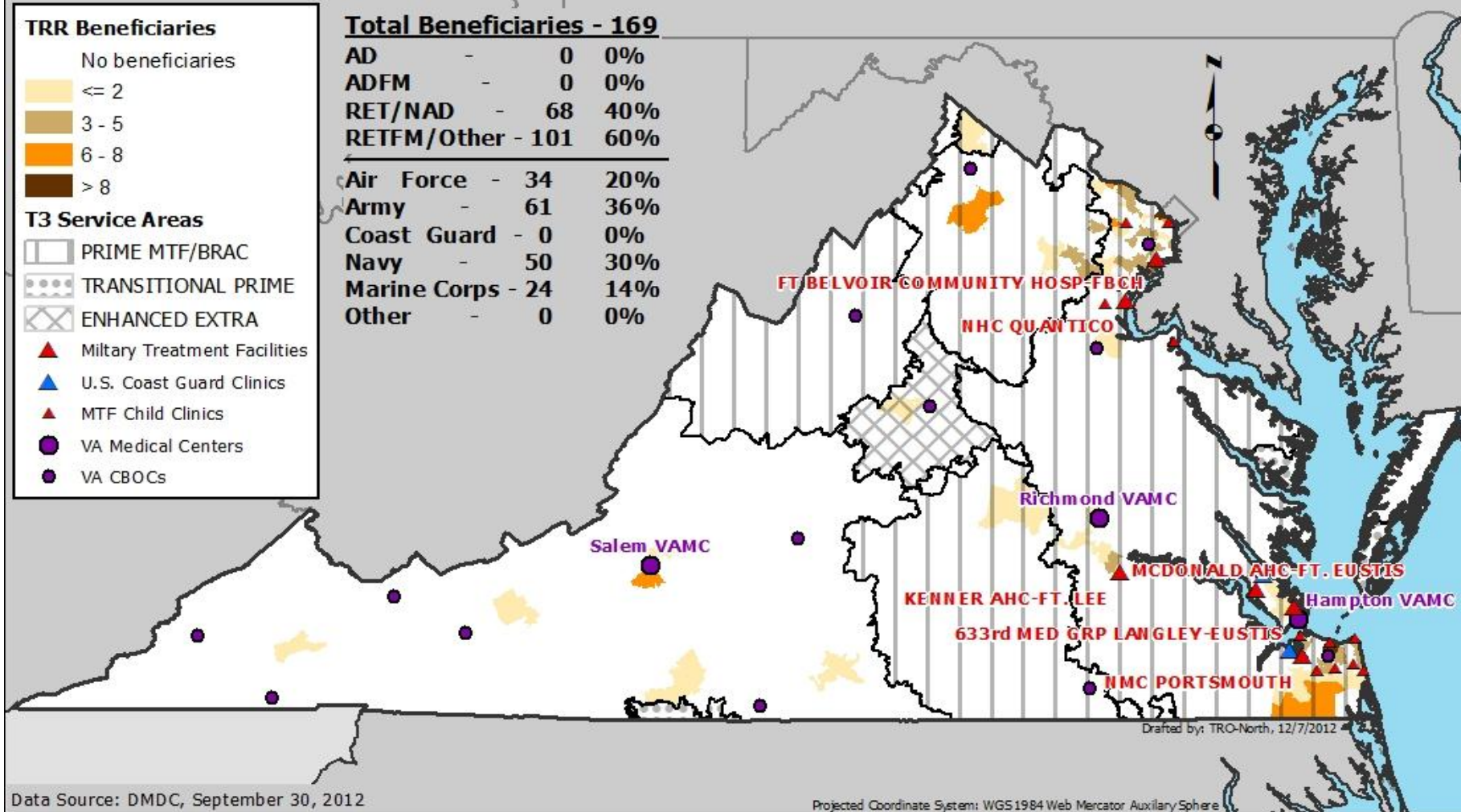


T3 Service Areas



Total Beneficiaries - 169

AD	-	0	0%
ADFM	-	0	0%
RET/NAD	-	68	40%
RETFM/Other	-	101	60%
Air Force	-	34	20%
Army	-	61	36%
Coast Guard	-	0	0%
Navy	-	50	30%
Marine Corps	-	24	14%
Other	-	0	0%



Data Source: DMDC, September 30, 2012

Projected Coordinate System: WGS1984 Web Mercator Auxiliary Sphere



Virginia TRICARE Reserve Select (TRS) Beneficiary Population Density



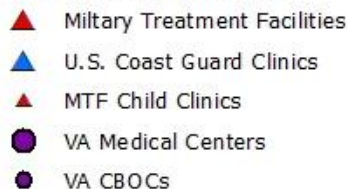
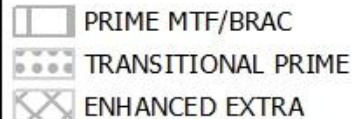
Virginia TRICARE Reserve Select Beneficiary Population

FY2012 4th Quarter

TRS Beneficiaries

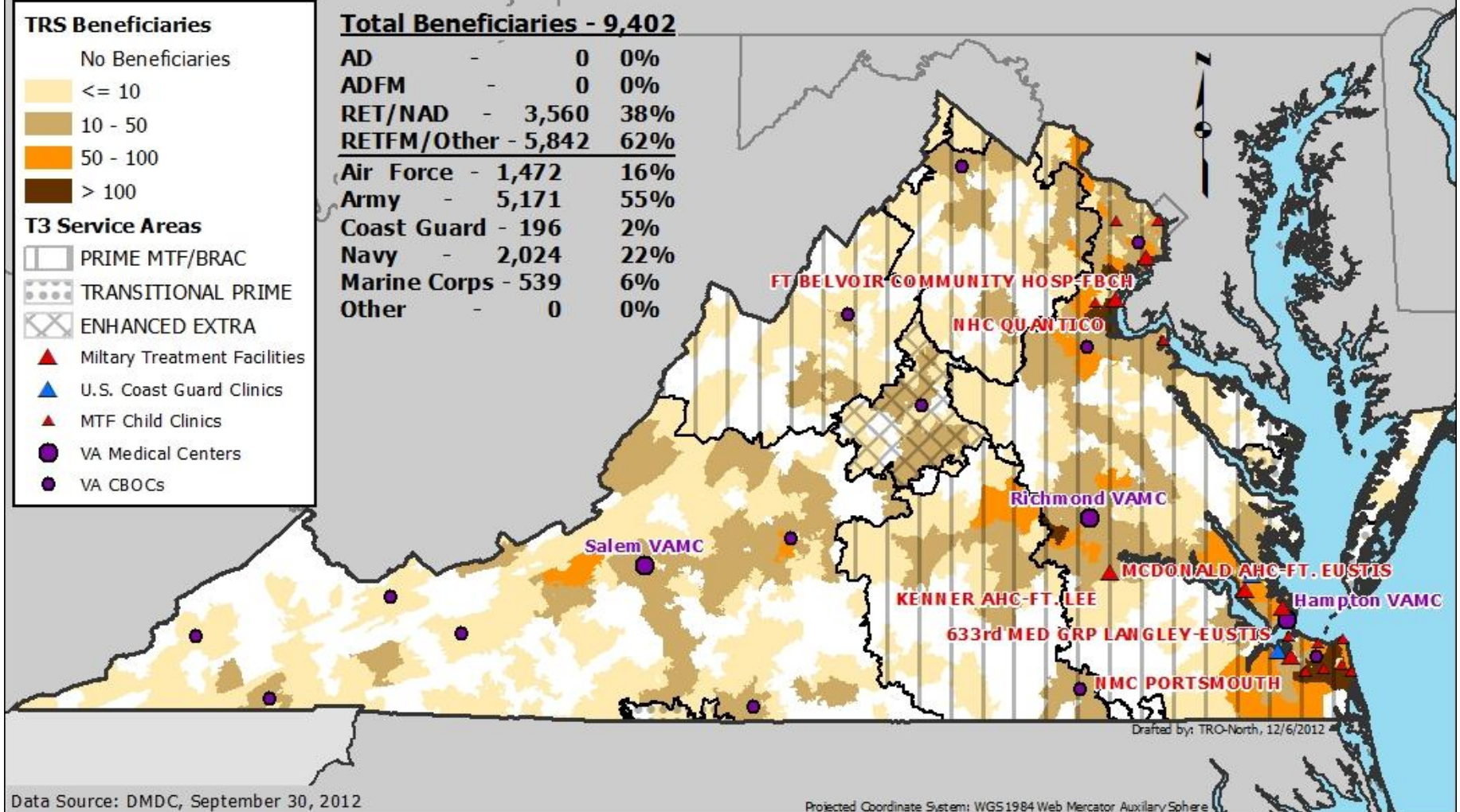


T3 Service Areas



Total Beneficiaries - 9,402

AD	-	0	0%
ADFM	-	0	0%
RET/NAD	-	3,560	38%
RETFM/Other	-	5,842	62%
Air Force	-	1,472	16%
Army	-	5,171	55%
Coast Guard	-	196	2%
Navy	-	2,024	22%
Marine Corps	-	539	6%
Other	-	0	0%



Data Source: DMDC, September 30, 2012

Projected Coordinate System: WGS1984 Web Mercator Auxiliary Sphere



Virginia TRICARE Young Adult (TYA) Beneficiary Population Density



Virginia Tricare Young Adult Beneficiary Population

FY2012 4th Quarter

TYA Beneficiaries

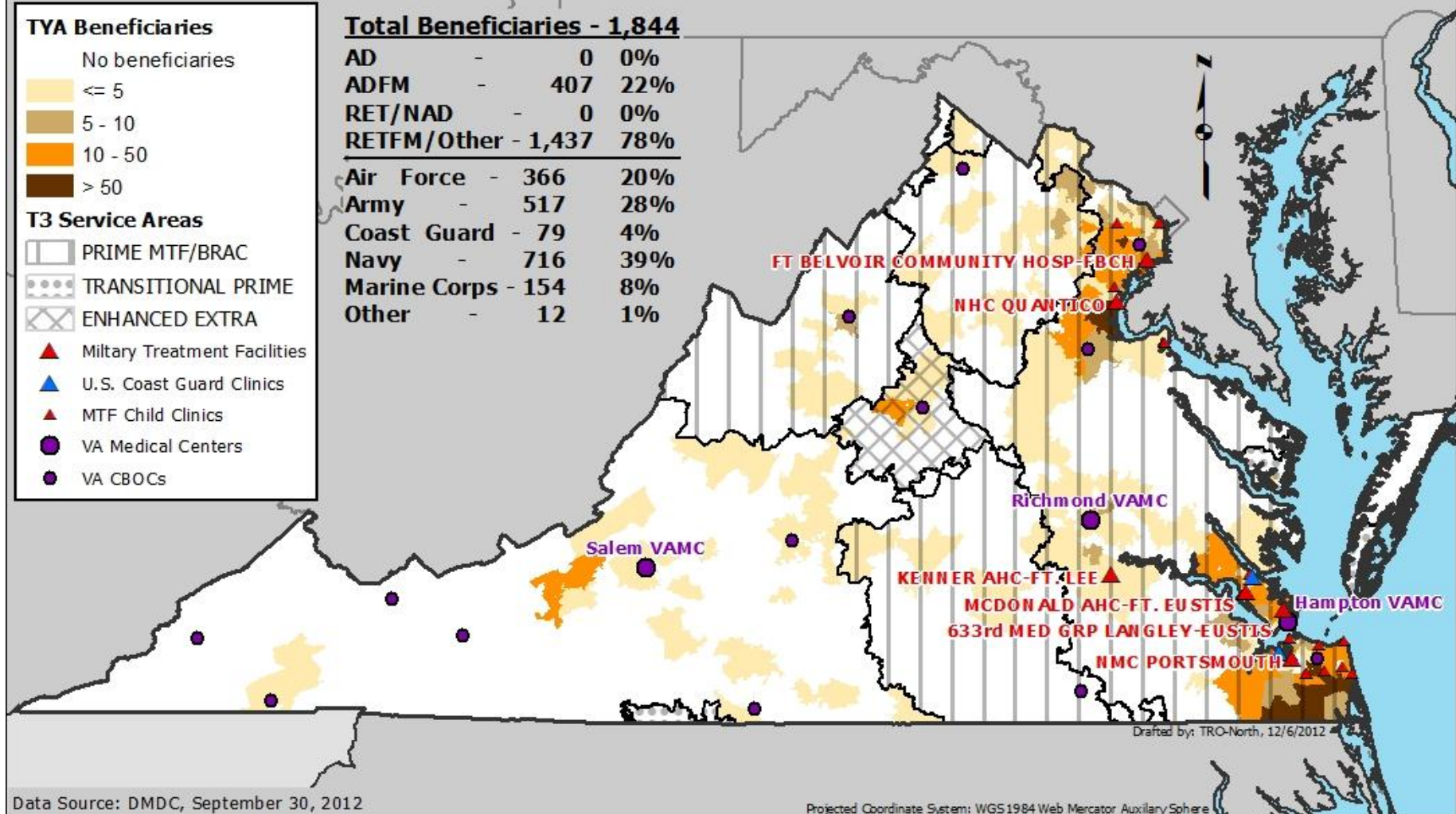


T3 Service Areas



Total Beneficiaries - 1,844

AD	-	0	0%
ADFM	-	407	22%
RET/NAD	-	0	0%
RETFM/Other	-	1,437	78%
Air Force	-	366	20%
Army	-	517	28%
Coast Guard	-	79	4%
Navy	-	716	39%
Marine Corps	-	154	8%
Other	-	12	1%



Data Source: DMDC, September 30, 2012

Projected Coordinate System: WGS1984 Web Mercator Auxiliary Sphere



TRO North Region at a Glance: A Week in the Life



5,649 Admissions



- 1,377 Direct care
- 4,272 Purchased care

751,451 Prescriptions



- 258,549 Direct care
- 391,973 Retail Pharmacy
- 100,929 Home Delivery

828,164 Outpatient Visits



- 242,928 Direct care
- 585,236 Purchased care

56,338 Behavioral Health Outpatient Visits



- 17,497 Direct care
- 38,841 Purchased care

741 Births



- 301 Direct care
- 440 Purchased care

240,686 Claims Processed



- \$44M Paid Claims



Virginia at a Glance: A Week in the Life



1,267 Admissions



- 473 Direct care
- 794 Purchased care

183,737 Prescriptions



- 84,633 Direct care
- 84,303 Retail Pharmacy
- 14,801 Home Delivery

217,600 Outpatient Visits



- 76,009 Direct care
- 141,591 Purchased care

16,874 Behavioral Health Outpatient Visits



- 6,285 Direct care
- 10,589 Purchased care

183 Births



- 104 Direct care
- 79 Purchased care

58,062 Claims Processed



- \$10.7M Paid Claims

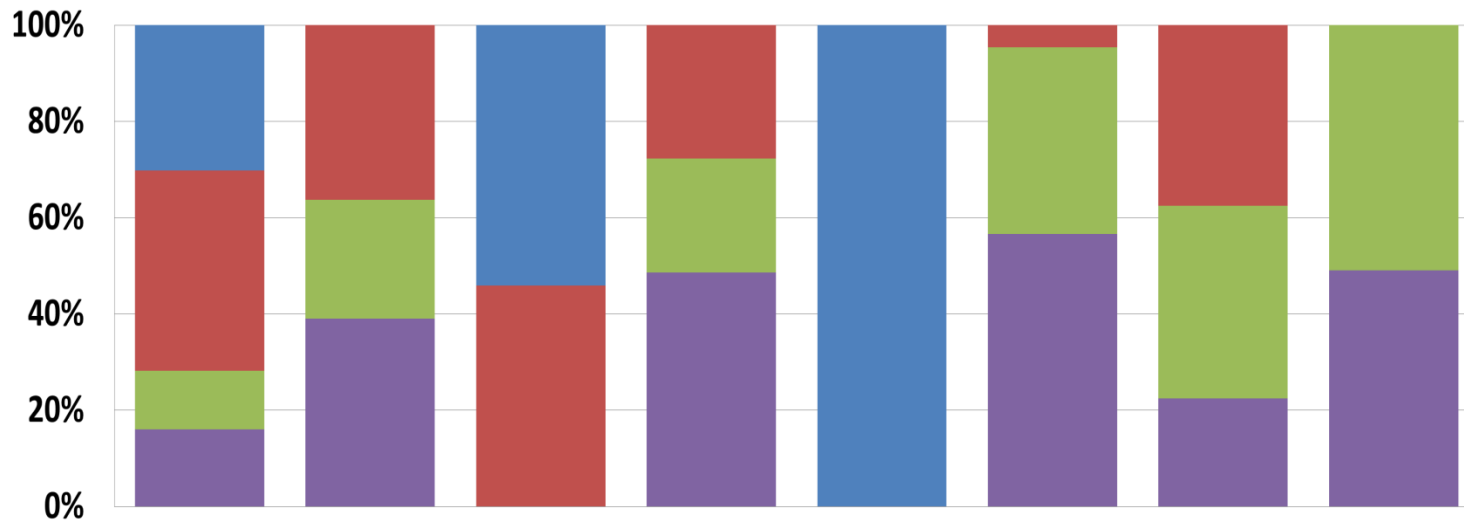


TRO North Region FY2011 Aggregate Costs (Inpatient and Outpatient)



Total FY2011 Costs: \$5,068,474,099

■ AD ■ ADFM ■ NAD ■ NADFM



Beneficiary Category	MTF Prime	Network Prime	Network Prime Remote	Standard	MTF Reliant / OP Forces	TRICARE Plus	USFHP	TFL	Grand Total
AD	\$350,214,691	\$0	\$108,067,112	\$0	\$141,329,266	\$0	\$0	\$0	\$599,611,070
ADFM	\$483,357,182	\$451,113,859	\$91,827,436	\$451,772,072	\$0	\$69,518	\$108,418	\$0	\$1,478,248,484
NAD	\$140,932,281	\$307,655,212	\$0	\$385,171,152	\$0	\$579,186	\$115,612	\$352,053,556	\$1,186,506,998
NADFM	\$186,179,723	\$484,886,375	\$0	\$792,489,965	\$0	\$848,028	\$64,900	\$339,638,556	\$1,804,107,547
Grand Total	\$1,160,683,878	\$1,243,655,445	\$199,894,548	\$1,629,433,189	\$141,329,266	\$1,496,731	\$288,930	\$691,692,112	\$5,068,474,099

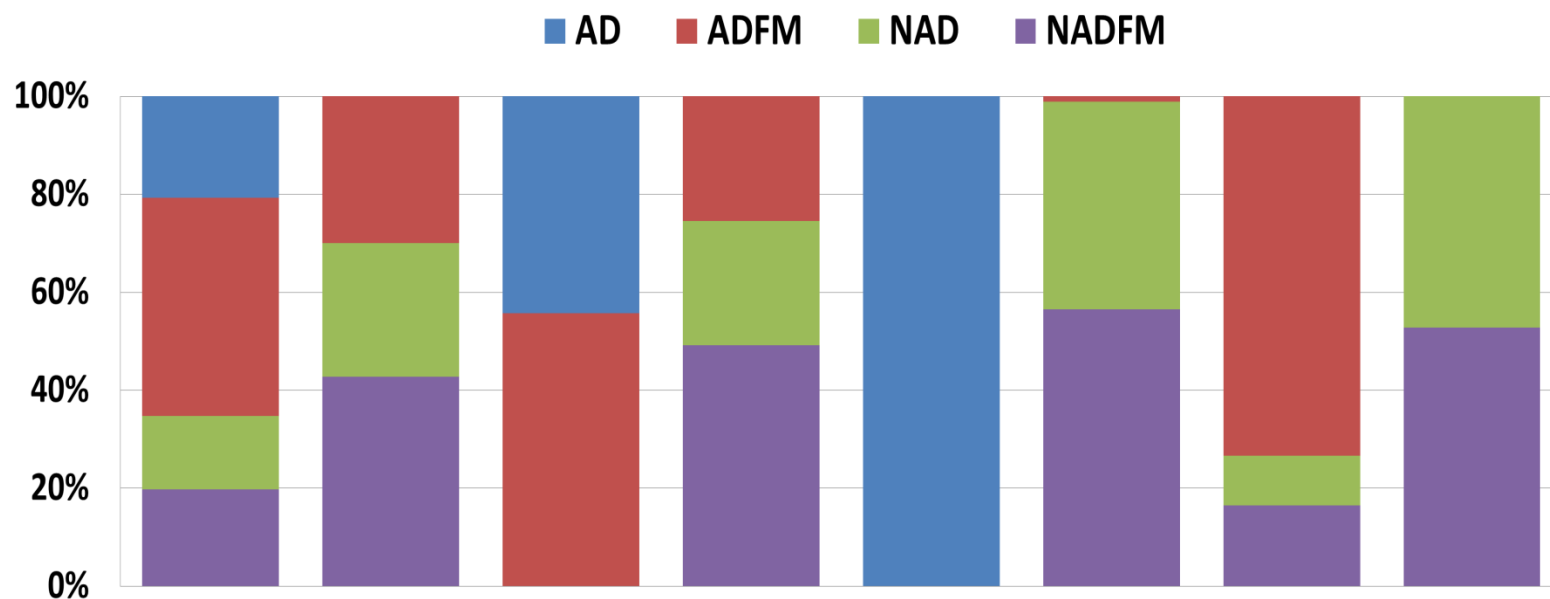


VIRGINIA

FY2011 Aggregate Costs (Inpatient and Outpatient)



Total FY2011 Costs: \$728,785,882



Beneficiary Category	MTF Prime	Network Prime	Network Prime Remote	Standard	MTF Reliant / OP Forces	TRICARE Plus	USFHP	TFL	Grand Total
AD	\$43,595,377	\$0	\$3,718,245	\$0	\$12,568,090	\$0	\$0	\$0	\$59,881,712
ADFM	\$93,794,835	\$50,247,037	\$4,677,745	\$62,719,355	\$0	\$3,397	\$3,250	\$0	\$211,445,619
NAD	\$31,552,869	\$45,924,145	\$0	\$62,399,829	\$0	\$136,395	\$452	\$39,066,439	\$179,080,130
NADFM	\$41,696,599	\$71,707,330	\$0	\$121,118,380	\$0	\$181,356	\$729	\$43,674,027	\$278,378,420
Grand Total	\$210,639,680	\$167,878,512	\$8,395,991	\$246,237,564	\$12,568,090	\$321,149	\$4,431	\$82,740,466	\$728,785,882



TRO North FY11 Purchased Care Top 10 Inpatient & Outpatient MDCs



North Region - Top 10 Outpatient MDC's by Amount Paid

MDC Description	Amount Paid	% of Total Paid
Factors Influencing Health Status and Other Contacts with Health Services	\$1,326,659,899	32.63%
Diseases and Disorders of the Musculoskeletal System and Connective Tissue	\$461,643,767	11.36%
Diseases and Disorders of the Ear, Nose, Mouth, and Throat	\$213,611,757	5.25%
Diseases and Disorders of the Digestive System	\$185,207,042	4.56%
Diseases and Disorders of the Circulatory System	\$153,981,164	3.79%
Diseases and Disorders of the Nervous System	\$146,914,635	3.61%
Diseases and Disorders of the Skin, Subcutaneous Tissue and Breast	\$146,905,908	3.61%
Mental Diseases and Disorders	\$146,365,009	3.60%
Diseases and Disorders of the Respiratory System	\$93,911,256	2.31%
Endocrine, Nutritional and Metabolic Diseases and Disorders	\$89,282,135	2.20%
Grand Total of All MDC's	\$4,065,519,879	72.92%

North Region - Top 10 Inpatient MDC's by Amount Paid

MDC Description	Amount Paid	% of Total Paid
Diseases and Disorders of the Musculoskeletal System and Connective Tissue	\$123,623,568	12.3%
Mental Diseases and Disorders	\$98,819,292	9.9%
Diseases and Disorders of the Circulatory System	\$98,139,994	9.8%
Newborns and Other Neonates with Conditions Originating in Perinatal Period	\$94,501,240	9.4%
Pregnancy, Childbirth, and the Puerperium	\$89,972,684	9.0%
Diseases and Disorders of the Respiratory System	\$83,622,216	8.3%
Diseases and Disorders of the Nervous System	\$73,303,596	7.3%
Diseases and Disorders of the Digestive System	\$64,323,130	6.4%
Factors Influencing Health Status and Other Contacts with Health Services	\$51,010,356	5.1%
Infectious and Parasitic Diseases, Systemic or Unspecified Sites	\$31,874,194	3.2%
Grand Total of All MDC's	\$1,002,954,220	80.7%



Virginia – FY2011 Purchased Care Inpatient & Outpatient Top 10 MDCs



Virginia - Top 10 Outpatient MDC's by Amount Paid

MDCs	Amount Paid	Percentage
Factors Influencing Health Status and Other Contacts with Health Services	\$437,809,228	44%
Diseases and Disorders of the Musculoskeletal System and Connective Tissue	\$113,321,830	11%
Diseases and Disorders of the Ear, Nose, Mouth, and Throat	\$56,791,357	6%
Diseases and Disorders of the Digestive System	\$46,133,036	5%
Diseases and Disorders of the Circulatory System	\$44,340,735	4%
Diseases and Disorders of the Skin, Subcutaneous Tissue and Breast	\$41,740,625	4%
Diseases and Disorders of the Nervous System	\$39,855,388	4%
Mental Diseases and Disorders	\$39,052,096	4%
Diseases and Disorders of the Respiratory System	\$27,959,212	3%
Endocrine, Nutritional and Metabolic Diseases and Disorders	\$24,754,137	2%
Grand Total of All MDCs	\$996,434,403	87%

Virginia - Top 10 Inpatient MDC's by Amount Paid

MDCs	Amount Paid	Percentage
Diseases and Disorders of the Musculoskeletal System and Connective Tissue	\$24,450,499	14%
Mental Diseases and Disorders	\$21,522,331	12%
Diseases and Disorders of the Circulatory System	\$20,152,808	11%
Newborns and Other Neonates with Conditions Originating in Perinatal Period	\$16,737,151	9%
Diseases and Disorders of the Respiratory System	\$13,493,485	7%
Pregnancy, Childbirth, and the Puerperium	\$12,528,637	7%
Diseases and Disorders of the Digestive System	\$11,831,581	7%
Diseases and Disorders of the Nervous System	\$11,054,104	6%
Factors Influencing Health Status and Other Contacts with Health Services	\$8,214,336	5%
Infectious and Parasitic Diseases, Systemic or Unspecified Sites	\$6,669,715	4%
Grand Total of All MDCs	\$180,443,959	81%



Virginia – FY11-12 (YTD) Purchased Care Outpatient Utilization by Service



	Paid Dollars		
Sponsor Service	FY 2011	FY 2012	Grand Total
Army	\$217,985,920	\$184,478,824	\$402,464,744
US Coast Guard	\$28,526,349	\$25,408,248	\$53,934,596
Air Force	\$120,433,902	\$105,838,157	\$226,272,059
Marines	\$69,509,982	\$61,058,421	\$130,568,404
Navy	\$333,479,267	\$284,199,124	\$617,678,391
Other	\$5,433,946	\$3,315,484	\$8,749,430
Grand Total	\$775,369,365	\$664,298,258	\$1,439,667,624
	Number of Visits		
Sponsor Service	FY 2011	FY 2012	Grand Total
Army	1,393,139	1,122,678	2,515,817
US Coast Guard	186,739	172,021	358,760
Air Force	806,652	680,147	1,486,799
Marines	438,883	383,327	822,210
Navy	2,137,596	1,836,262	3,973,858
Other	41,365	24,832	66,197
Grand Total	5,004,374	4,219,267	9,223,641



Virginia – FY11-12 (YTD) Purchased Care Inpatient Utilization by Service

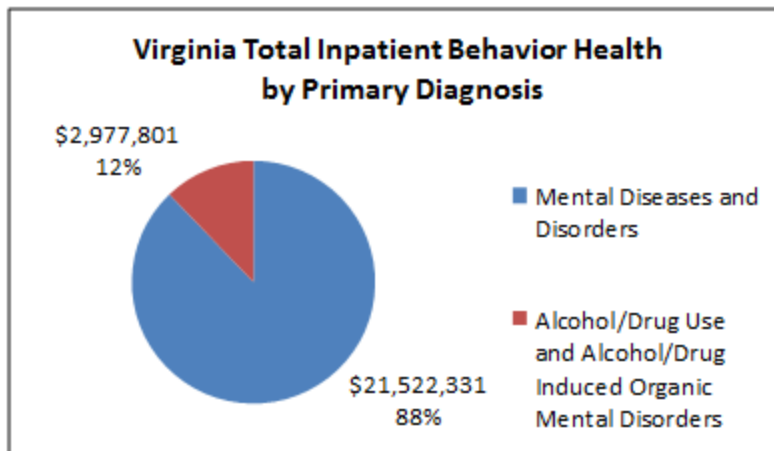
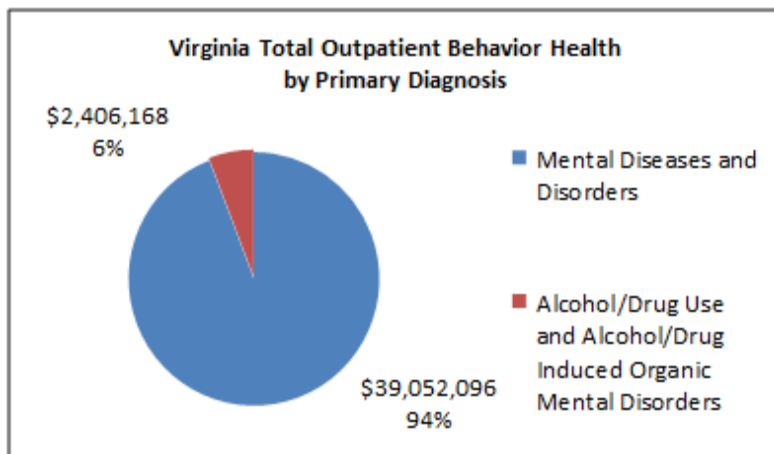


Sponsor Service	Paid Dollars		
	FY 2011	FY 2012	Grand Total
Army	\$60,390,433	\$55,631,191	\$116,021,624
US Coast Guard	\$5,703,922	\$5,852,341	\$11,556,263
Air Force	\$22,629,790	\$24,462,344	\$47,092,133
Marines	\$18,906,063	\$16,348,901	\$35,254,964
Navy	\$69,526,098	\$66,153,124	\$135,679,222
Other	\$3,337,574	\$3,172,858	\$6,510,431
Grand Total	\$180,493,879	\$171,620,759	\$352,114,638

Sponsor Service	Number of Admissions		
	FY 2011	FY 2012	Grand Total
Army	7,868	7,171	15,039
US Coast Guard	725	720	1,445
Air Force	3,075	2,987	6,062
Marines	2,630	2,369	4,999
Navy	9,880	9,137	19,017
Other	1,249	958	2,207
Grand Total	25,427	23,342	48,769



Virginia – FY2011 Purchased Care Behavioral Health Inpatient & Outpatient Top 10 Primary Diagnoses



Virginia - Top 10 Outpatient Behavioral Health Primary Diagnosis by Amount Paid

Primary Diagnosis	Amount Paid	Percentage
Autistic disorder, current or active state	\$9,821,689	24%
Adjustment disorder with mixed anxiety and depressed mood	\$2,894,189	7%
Attention deficit disorder with hyperactivity	\$2,141,116	5%
Depressive disorder, not elsewhere classified	\$1,952,798	5%
Major depressive affective disorder, recurrent episode, moderate	\$1,197,088	3%
Anxiety state, unspecified	\$1,152,911	3%
Dysthymic disorder	\$1,150,356	3%
Other developmental speech or language disorder	\$977,277	2%
Major depressive affective disorder, recurrent episode, severe, without mention of psychotic behavior	\$947,934	2%
Generalized anxiety disorder	\$941,772	2%
Grand Total of All MDCs	\$41,458,264	56%

Virginia - Top 10 Inpatient Behavioral Health Primary Diagnosis by Amount Paid

Primary Diagnosis	Amount Paid	Percentage
Unspecified episodic mood disorder	\$2,929,637	12%
Major depressive affective disorder, recurrent episode, severe, without mention of psychotic behavior	\$1,852,787	8%
Bipolar disorder, unspecified	\$1,449,897	6%
Other and unspecified alcohol dependence, unspecified	\$1,364,834	6%
Depressive disorder, not elsewhere classified	\$1,303,954	5%
Posttraumatic stress disorder	\$1,138,797	5%
Major depressive affective disorder, single episode, unspecified	\$974,276	4%
Adjustment disorder with mixed disturbance of emotions and conduct	\$669,834	3%
Bipolar I disorder, most recent episode (or current) unspecified	\$616,822	3%
Major depressive affective disorder, recurrent episode, moderate	\$606,373	2%
Grand Total of All MDCs	\$24,500,132	53%



TRO–North FY 2011 Direct Care Inpatient & Outpatient Top 10 MDCs



North Region - Top 10 Outpatient MDC's by Full Cost

MDCs	Full Cost	Percentage
Diseases and Disorders of the Musculoskeletal System and Connective Tissue	\$48,044,081	20%
Mental Diseases and Disorders	\$30,461,758	13%
Diseases and Disorders of the Digestive System	\$20,189,836	8%
Diseases and Disorders of the Ear, Nose, Mouth, and Throat	\$20,144,331	8%
Diseases and Disorders of the Circulatory System	\$19,134,715	8%
Diseases and Disorders of the Skin, Subcutaneous Tissue and Breast	\$16,190,287	7%
Diseases and Disorders of the Nervous System	\$13,127,035	5%
Diseases and Disorders of the Kidney and Urinary Tract	\$12,395,700	5%
Diseases and Disorders of the Eye	\$11,099,967	5%
Endocrine, Nutritional and Metabolic Diseases and Disorders	\$9,854,797	4%
Grand Total of All MDCs	\$240,808,725	83%

North Region - Top 10 Inpatient MDC's by Full Cost

MDCs	Full Cost	Percentage
Pregnancy, Childbirth, and the Puerperium	\$137,431,223	19%
Newborns and Other Neonates with Conditions Originating in Perinatal Period	\$105,372,311	14%
Diseases and Disorders of the Musculoskeletal System and Connective Tissue	\$83,779,160	12%
Diseases and Disorders of the Digestive System	\$53,414,388	7%
Mental Diseases and Disorders	\$41,788,318	6%
Diseases and Disorders of the Circulatory System	\$36,996,619	5%
Diseases and Disorders of the Respiratory System	\$30,278,799	4%
Diseases and Disorders of the Nervous System	\$29,129,883	4%
Multiple Significant Trauma	\$23,430,316	3%
Diseases and Disorders of the Female Reproductive System	\$22,873,370	3%
Grand Total of All MDCs	\$727,024,633	78%



Virginia – FY 2011 Direct Care Inpatient & Outpatient Top 10 MDCs



Virginia - Top 10 Outpatient MDC's by Full Cost		
MDCs	Full Cost	Percentage
Factors Influencing Health Status and Other Contacts with Health Services	\$316,469,707	29%
Diseases and Disorders of the Musculoskeletal System and Connective Tissue	\$160,521,804	15%
Diseases and Disorders of the Ear, Nose, Mouth, and Throat	\$84,753,452	8%
Diseases and Disorders of the Skin, Subcutaneous Tissue and Breast	\$74,601,112	7%
Mental Diseases and Disorders	\$71,458,464	6%
Diseases and Disorders of the Digestive System	\$64,714,361	6%
Diseases and Disorders of the Circulatory System	\$49,466,783	4%
Diseases and Disorders of the Eye	\$34,140,554	3%
Diseases and Disorders of the Nervous System	\$33,758,418	3%
Diseases and Disorders of the Female Reproductive System	\$33,430,791	3%
Grand Total of All MDCs	\$1,106,967,813	83%

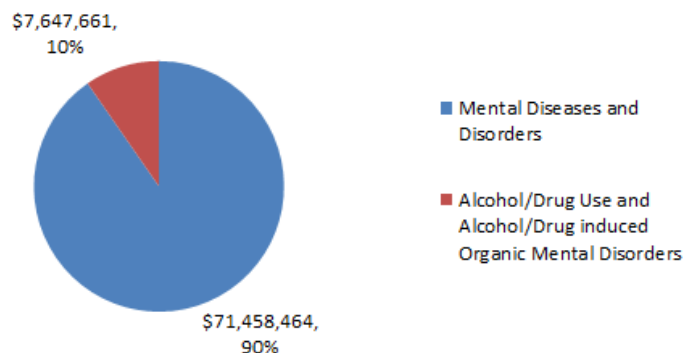
Virginia - Top 10 Inpatient MDC's by Full Cost		
MDCs	Full Cost	Percentage
Pregnancy, Childbirth, and the Puerperium	\$59,935,274	20%
Newborns and Other Neonates with Conditions Originating in Perinatal Period	\$52,155,278	18%
Diseases and Disorders of the Musculoskeletal System and Connective Tissue	\$30,137,950	10%
Diseases and Disorders of the Digestive System	\$21,989,923	8%
Diseases and Disorders of the Circulatory System	\$16,776,722	6%
Diseases and Disorders of the Respiratory System	\$13,470,291	5%
Mental Diseases and Disorders	\$13,004,845	4%
Diseases and Disorders of the Female Reproductive System	\$11,259,127	4%
Diseases and Disorders of the Nervous System	\$11,158,855	4%
Endocrine, Nutritional and Metabolic Diseases and Disorders	\$8,848,798	3%
Grand Total of All MDCs	\$292,913,314	82%



Virginia – FY 2011 Direct Care Behavioral Health Inpatient & Outpatient Top 10 Primary Diagnoses



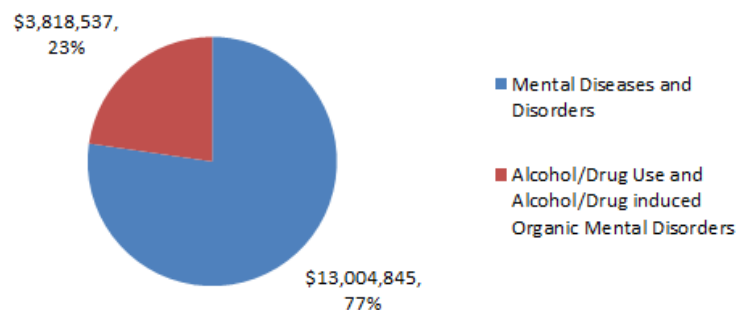
Virginia Total Outpatient Behavioral Health by Primary Diagnosis



Virginia - Top 10 Outpatient Behavioral Health Primary Diagnosis by Full Cost

Primary Diagnosis	Full Cost	Percentage
Depressive disorder, not elsewhere classified	\$7,461,035	9%
Posttraumatic stress disorder	\$6,713,970	8%
Anxiety state, unspecified	\$6,204,107	8%
Other and unspecified alcohol dependence, unspecified	\$5,352,771	7%
Attention deficit disorder with hyperactivity	\$5,117,941	6%
Adjustment disorder with mixed anxiety and depressed mood	\$3,507,387	4%
Major depressive affective disorder, recurrent episode, unspecified	\$3,250,260	4%
Adjustment disorder with depressed mood	\$2,662,332	3%
Attention deficit disorder without mention of hyperactivity	\$2,600,478	3%
Dysthymic disorder	\$2,551,480	3%
Grand Total of All MDC's	\$79,106,125	57%

Virginia Total Inpatient Behavioral Health by Primary Diagnosis



Virginia - Top 10 Inpatient Behavioral Health Primary Diagnosis by Full Cost

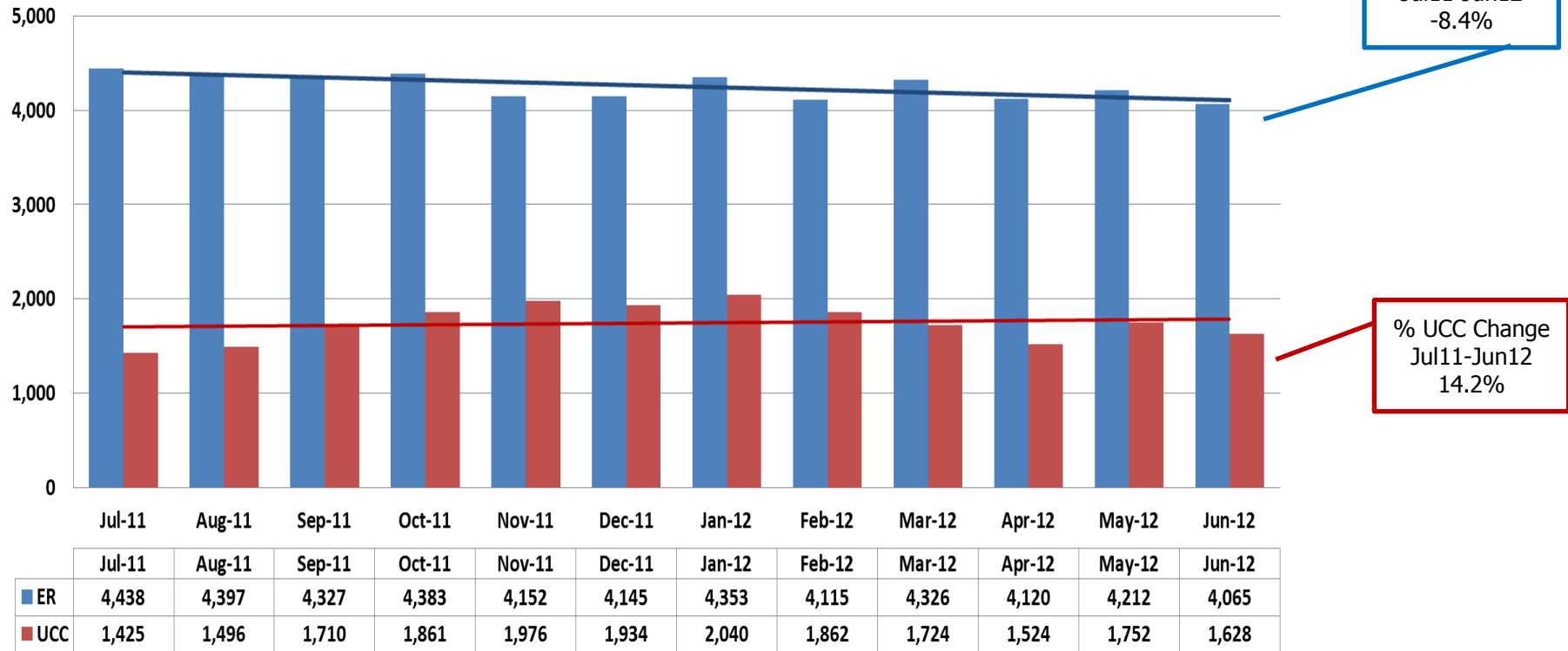
Primary Diagnosis	Full Cost	Percentage
Adjustment disorder with depressed mood	\$1,678,989	10%
Other and unspecified alcohol dependence, continuous	\$1,269,808	8%
Adjustment disorder with mixed disturbance of emotions and conduct	\$1,110,384	7%
Major depressive affective disorder, recurrent episode, severe, without mention of psychotic behavior	\$813,273	5%
Other and unspecified alcohol dependence, unspecified	\$685,401	4%
Schizoaffective disorder, unspecified	\$535,499	3%
Posttraumatic stress disorder	\$519,956	3%
Major depressive affective disorder, single episode, moderate	\$495,368	3%
Bipolar I disorder, most recent episode (or current) manic, severe, specified as with psychotic behavior	\$489,569	3%
Adjustment disorder with mixed anxiety and depressed mood	\$489,460	3%
Grand Total of All MDC's	\$16,823,382	48%



TRO North Region ER/UCC Utilization Rates



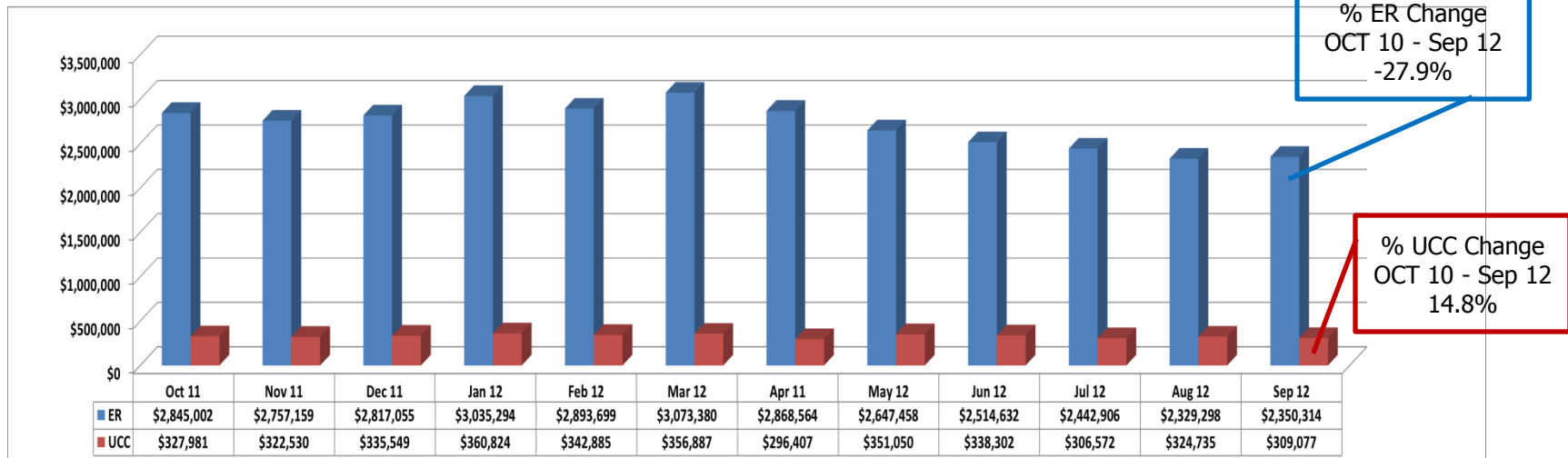
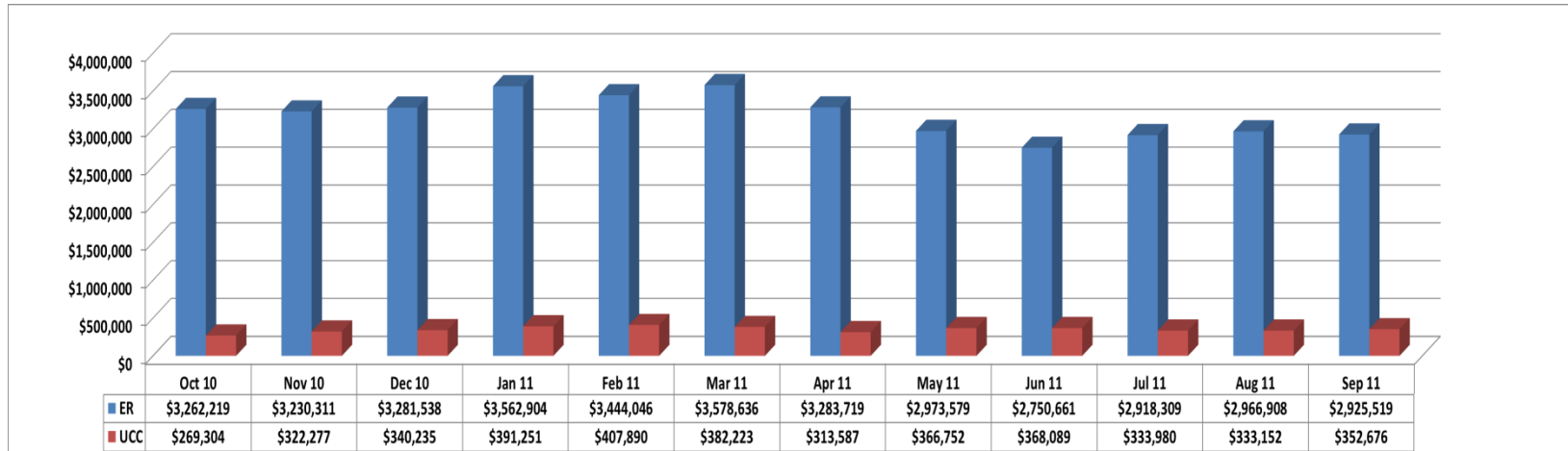
* Dates of Service June 2011 – July 2012



*Based on purchased care paid claims processed through October 2012

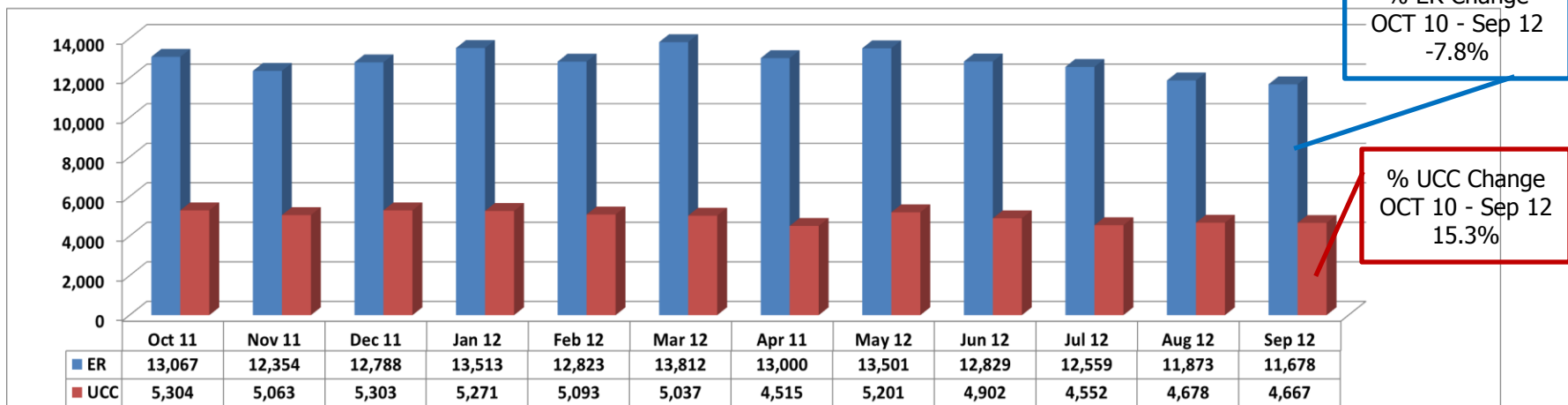
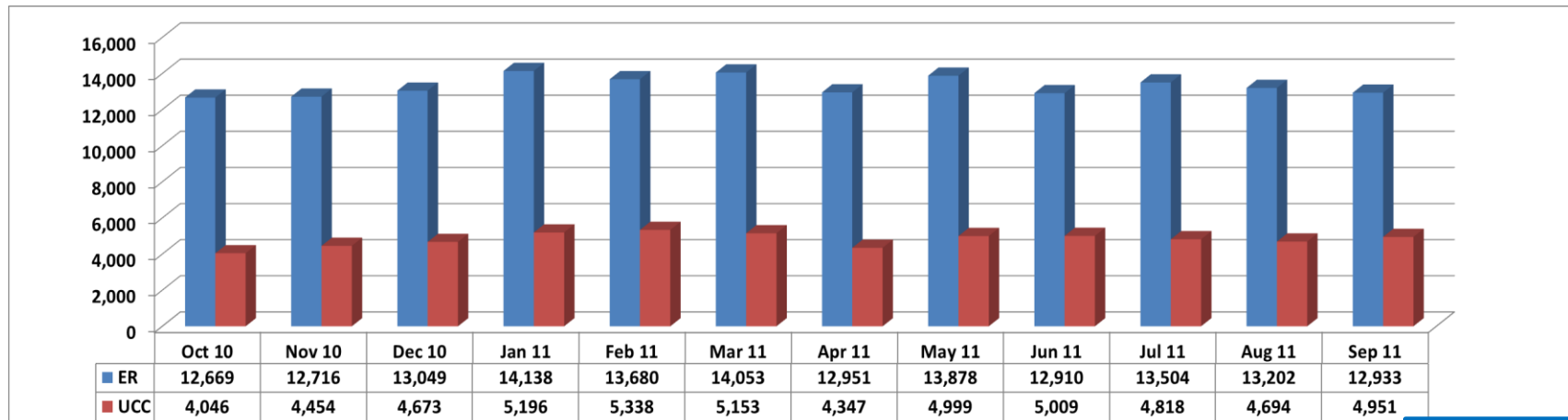


Virginia ER / UCC Paid Dollars FY2011 and 2012 (YTD)





Virginia ER / UCC Visits FY2011 and 2012 (YTD)

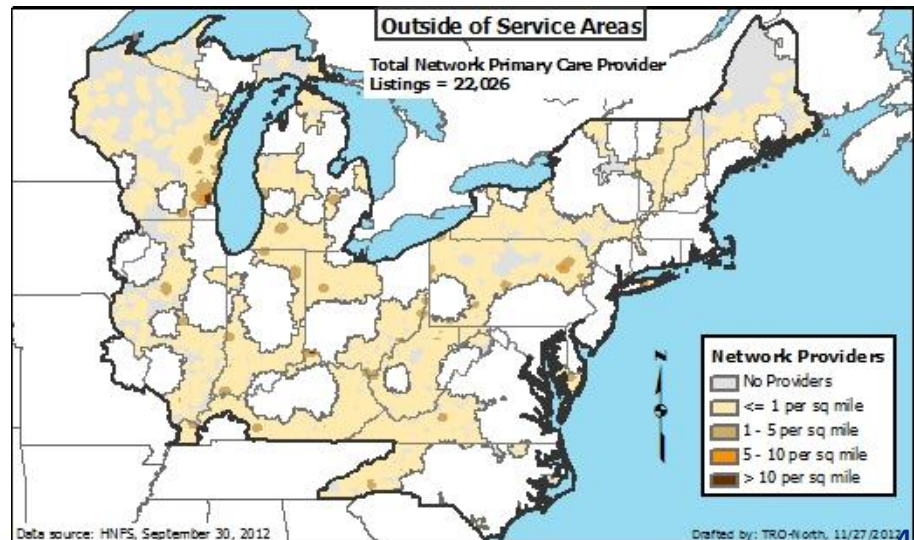
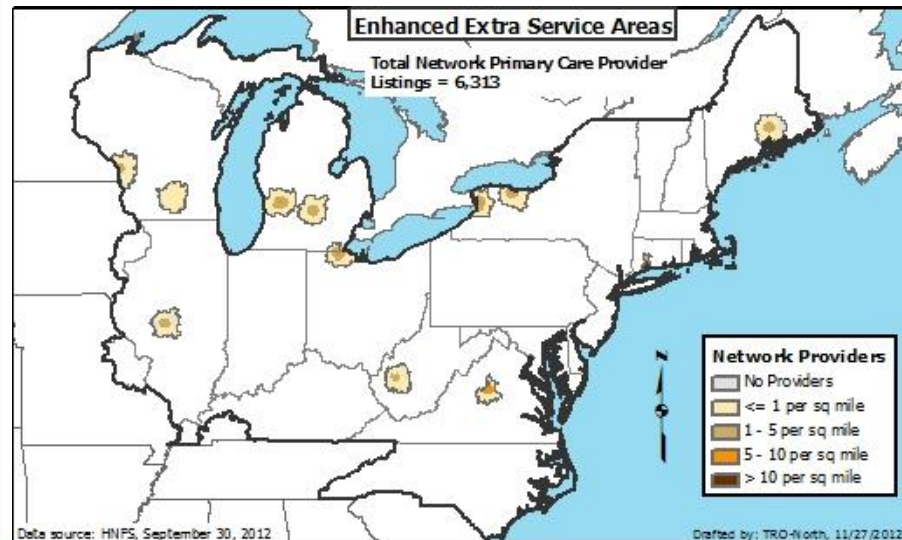
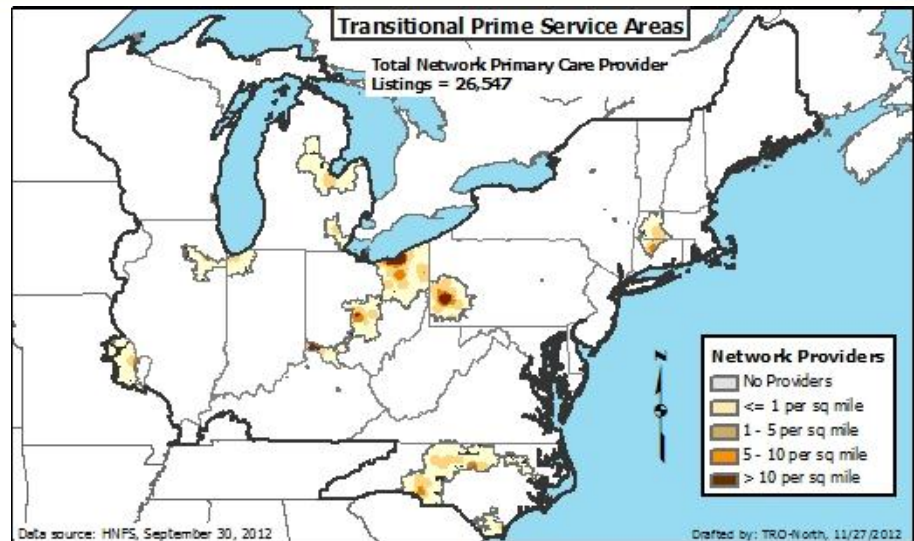
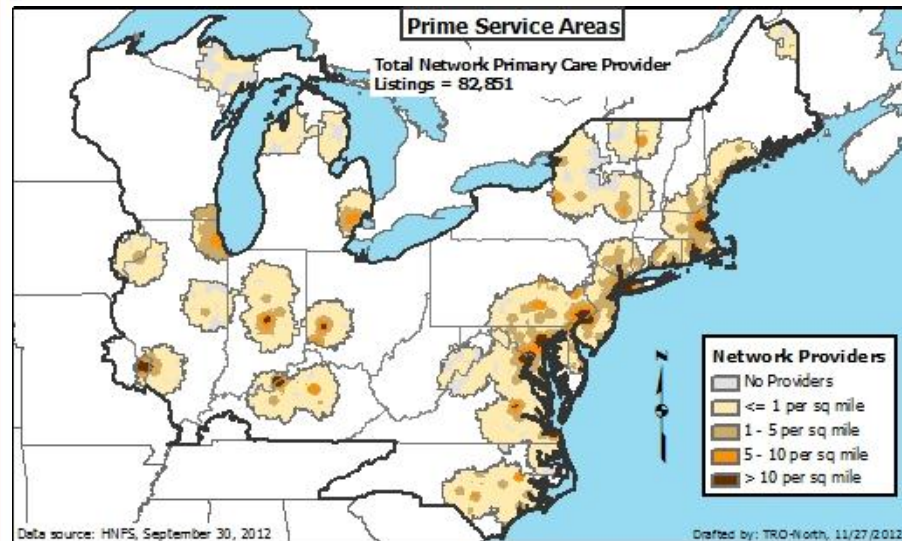




Civilian Network Primary Care Provider Listing Density By Service Area Type



North





TRICARE North Region

Network Adequacy - VIRGINIA



- Across the Commonwealth of Virginia, there are over 17,000 network providers offering care to our beneficiaries. These include both network Providers within the Prime Service Areas (PSA) and outside these areas in remote locations.
- In addition to these providers, there is a multitude of authorized providers that will see our beneficiaries, as well as file their claims.
- All PSAs are monitored monthly to ensure the networks are adequate. The breakdown of providers in the area of responsibility for the Commonwealth of Virginia include:
 - Primary Care Managers (PCMs): 2,530
 - Specialty Providers: 9,697
 - Behavioral Health Professionals: 3,841
 - Ancillary: 1,206
 - Facilities (Hospitals, SNF, Hospice Rehab, etc.): 310
- The MCSC, with government oversight, continues to monitor, track, trend and recruit providers based on the needs and demands of the population.



TRO North Region

Network Adequacy - VIRGINIA



Network Area: VIRGINIA

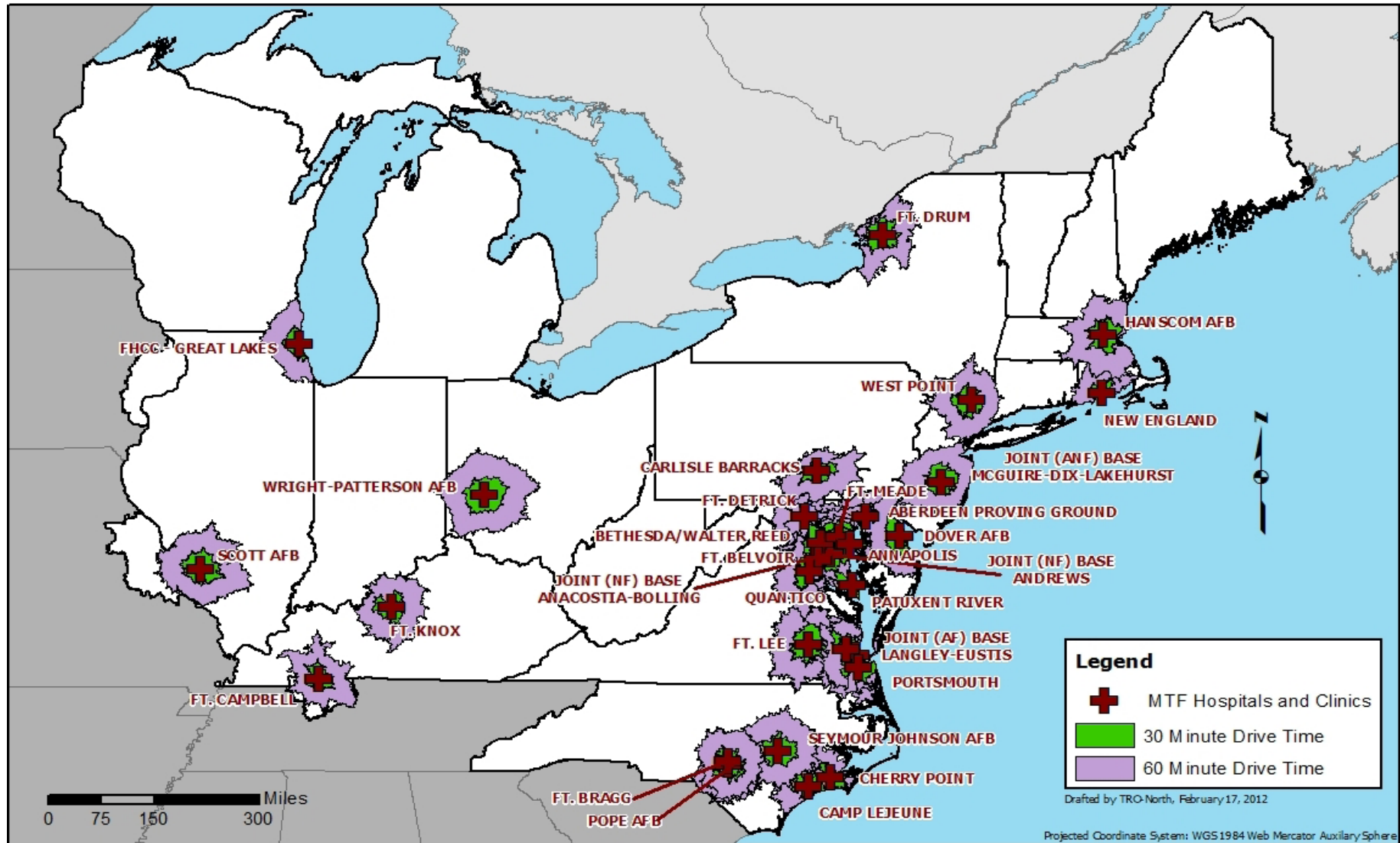
PSA: NHC DAHLGREN; NHC QUANTICO; AHC FT STORY; BHC LITTLE CREEK; BMC OCEANA; BMC SEWELLS POINT; NBHC DAM NECK; NBHC NSY NORFOLK; NMC PORTSMOUTH; USCG PORTSMOUTH; BMC YORKTOWN; FT EUSTIS; FT MONROE; LANGLEY AFB; USCG YORKTOWN; FT PICKETT; FT LEE; FT BELVOI

Report Period: October 2012

Specialty Category	Providers Targeted	Current Providers Contracted	Prior Providers Contracted	Number Over/Under Target	Current/Prior Change (September 2012)	Network Fit % Targeted Providers Contracted
PRIMARY CARE	1,437	1,899	1,883	462	16	132%
ALLERGY	51	70	69	19	1	137%
CARDIOVASCULAR DISEASE	304	487	489	183	(2)	160%
DERMATOLOGY	93	114	105	21	9	123%
ENT	78	130	125	52	5	167%
GASTROENTEROLOGY	128	205	202	77	3	160%
HEMATOLOGY/ONCOLOGY	64	284	277	220	7	444%
NEPHROLOGY	77	110	104	33	6	143%
NEUROLOGY	114	220	216	106	4	193%
OB/GYN	367	395	436	28	(41)	108%
OPHTHALMOLOGY	221	249	248	28	1	113%
OTHER MEDICAL/SURGICAL	818	3,069	3,016	2,251	53	375%
PHYSICAL MEDICINE & REHABILITATION	64	124	134	60	(10)	194%
PULMONARY DISEASE	64	144	125	80	19	225%
SURGERY, GENERAL	213	321	317	108	4	151%
SURGERY, ORTHOPEDIC	155	226	220	71	6	146%
UROLOGY	109	163	160	54	3	150%
PSYCHIATRY	149	267	265	118	2	179%
OTHER BEHAVIORAL HEALTH	1,205	1,811	1,791	606	20	150%
Total Professional	5,711	10,288	10,182	4,577	106	180%
HOSPITAL	166	166	167	0	(1)	100%
MENTAL HEALTH FACILITIES/UNITS	26	26	26	0	0	100%
Total Facilities	192	192	193	0	(1)	100%



TRO North MTF PSA Drive Times





TRICARE Prime Remote (TPR) Beneficiary Population for Virginia



Virginia Prime Remote Beneficiary Population

FY2012 4th Quarter

TPR Beneficiaries

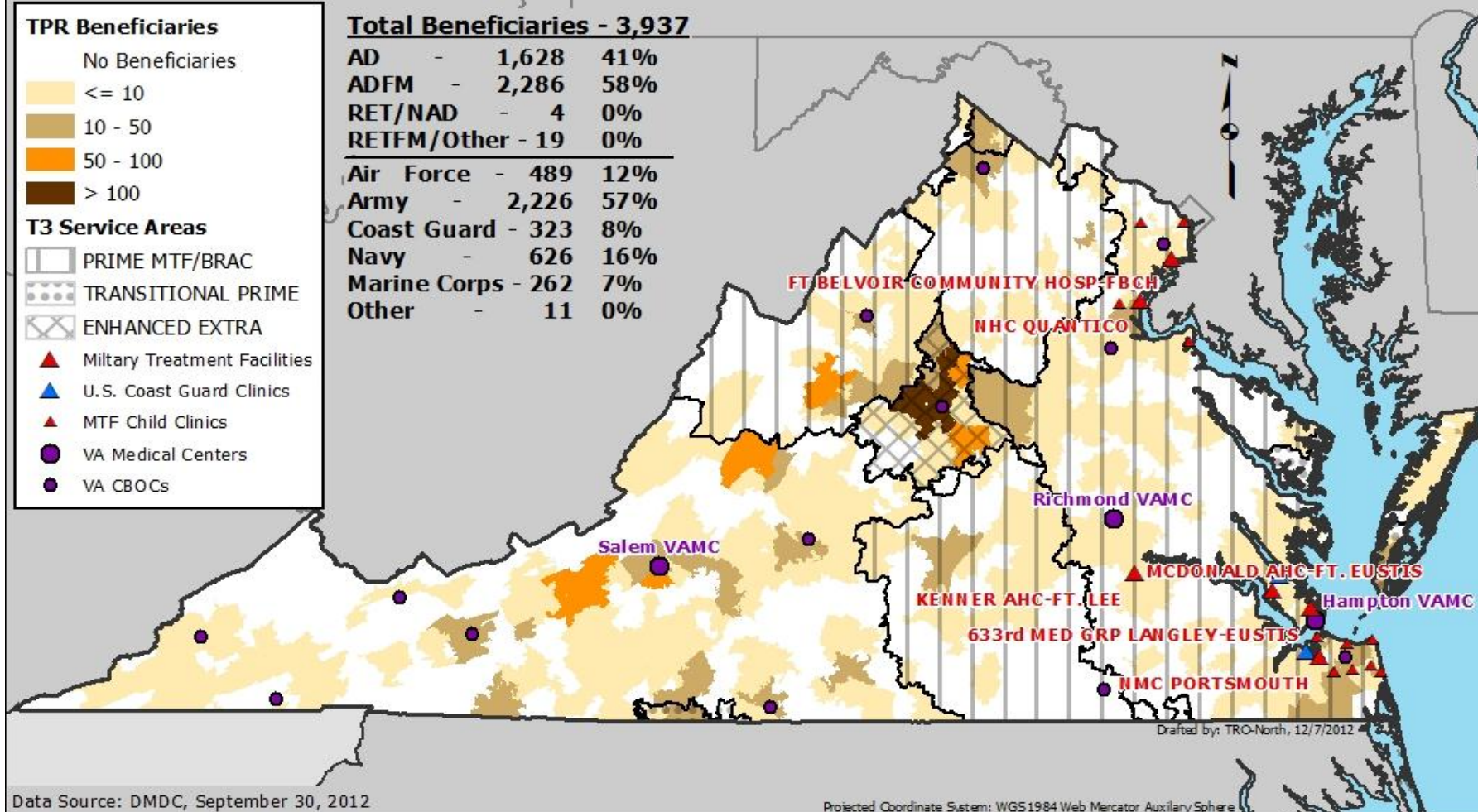


T3 Service Areas



Total Beneficiaries - 3,937

AD	-	1,628	41%
ADFM	-	2,286	58%
RET/NAD	-	4	0%
RETFM/Other	-	19	0%
Air Force	-	489	12%
Army	-	2,226	57%
Coast Guard	-	323	8%
Navy	-	626	16%
Marine Corps	-	262	7%
Other	-	11	0%



Data Source: DMDC, September 30, 2012

Projected Coordinate System: WGS1984 Web Mercator Auxiliary Sphere



TRO North Experience of Care – Consumer Watch Report



• BASELINE:

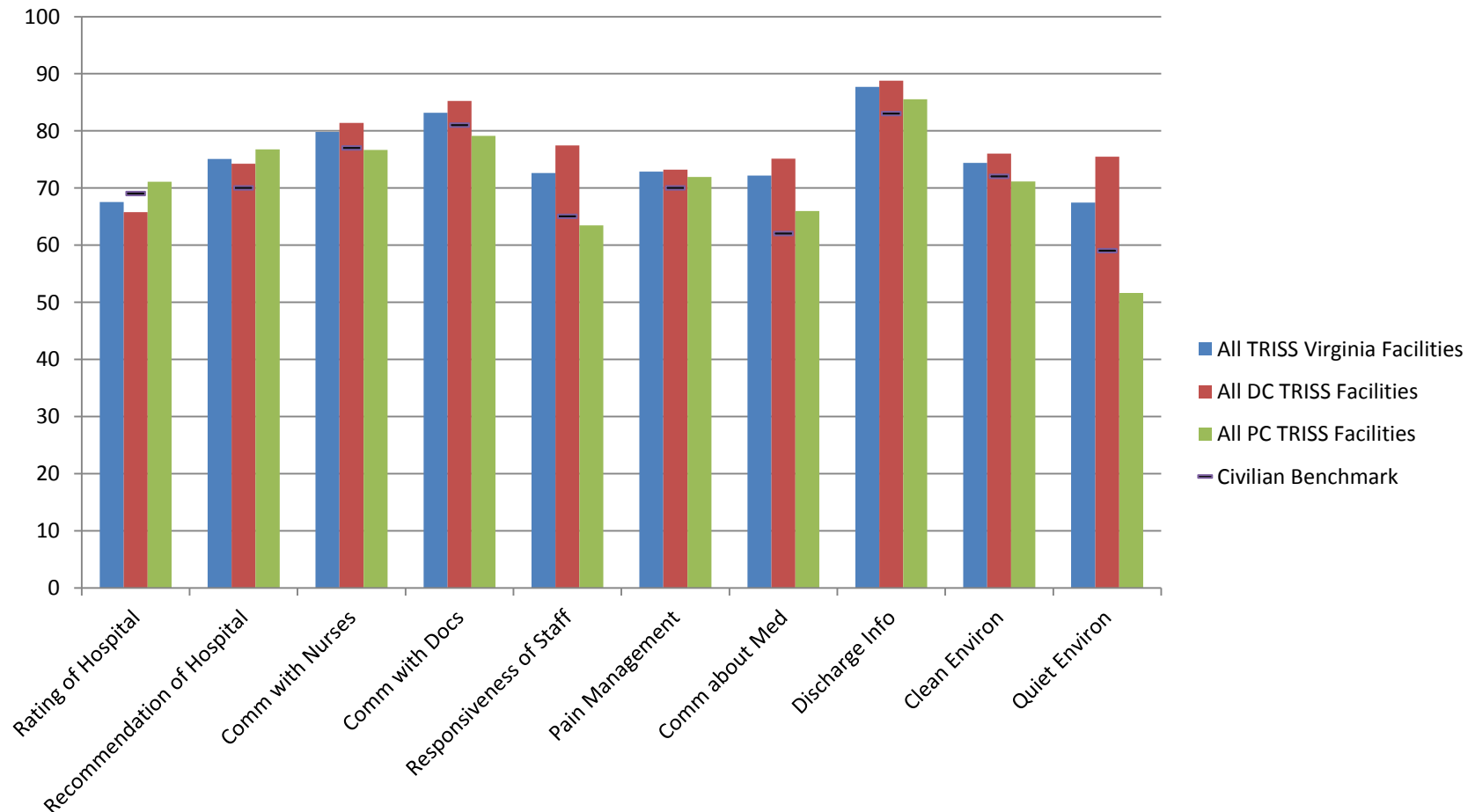
North Region Metric	4th Qtr FY10	4th Qtr FY11	Benchmark (2010 NCAHPS)	Respondents giving a rating of 8 or above on a scale of 0-10 (0 is bad and 10 is good)
Health Care	72%	71%	71%	Scores based on ability to get care when needed
Health Plan	69%	71%	56%	Scores based on ability to get care when needed
Personal Provider - PCM	72%	78%	80%	Scores based on ability to get care when needed
Specialist - Provider	79%	82%	78%	Scores based on ability to get care when needed
Getting Needed Care – ATC Related	83%	85%	84%	Scores based on patients' problems getting referrals and approvals and getting needed treatment
Getting Care Quickly – ATC Related	87%	84%	85%	Scores concern how long patients wait for an appointment or wait in the doctor's office
How Well Doctors Communicate	94%	93%	93%	Scores based on whether doctor spends enough time, treats them respectfully and answers their questions
Customer Service	81%	81%	81%	Scores concern patients' ability to get information about their health plan
Claims Processing	91%	85%	86%	Scores based on timeliness and correctness of claims handling

• CURRENT:

North Region Metric	3rd Qtr FY11	3rd Qtr FY12	Benchmark (2011 NCAHPS)	Respondents giving a rating of 8 or above on a scale of 0-10 (0 is bad and 10 is good)
Health Care	70%	70%	72%	Scores based on ability to get care when needed
Health Plan	65%	65%	56%	Scores based on ability to get care when needed
Personal Provider - PCM	78%	77%	80%	Scores based on ability to get care when needed
Specialist - Provider	70%	76%	79%	Scores based on ability to get care when needed
Getting Needed Care – ATC Related	84%	84%	84%	Scores based on patients' problems getting referrals and approvals and getting needed treatment
Getting Care Quickly – ATC Related	86%	86%	85%	Scores concern how long patients wait for an appointment or wait in the doctor's office
How Well Doctors Communicate	92%	91%	93%	Scores based on whether doctor spends enough time, treats them respectfully and answers their questions
Customer Service	85%	83%	82%	Scores concern patients' ability to get information about their health plan
Claims Processing	87%	93%	87%	Scores based on timeliness and correctness of claims handling



TRICARE Inpatient Satisfaction Survey (TRISS) Virginia Facilities, PC/DC Composite Results, Q4FY11 – Q3FY12



- 1) All MHS data are adjusted for selection, non-response, beneficiary category, age, and MTF service branch
- 2) TRISS data have not been case-mix adjusted making comparisons to CMS benchmarks difficult.

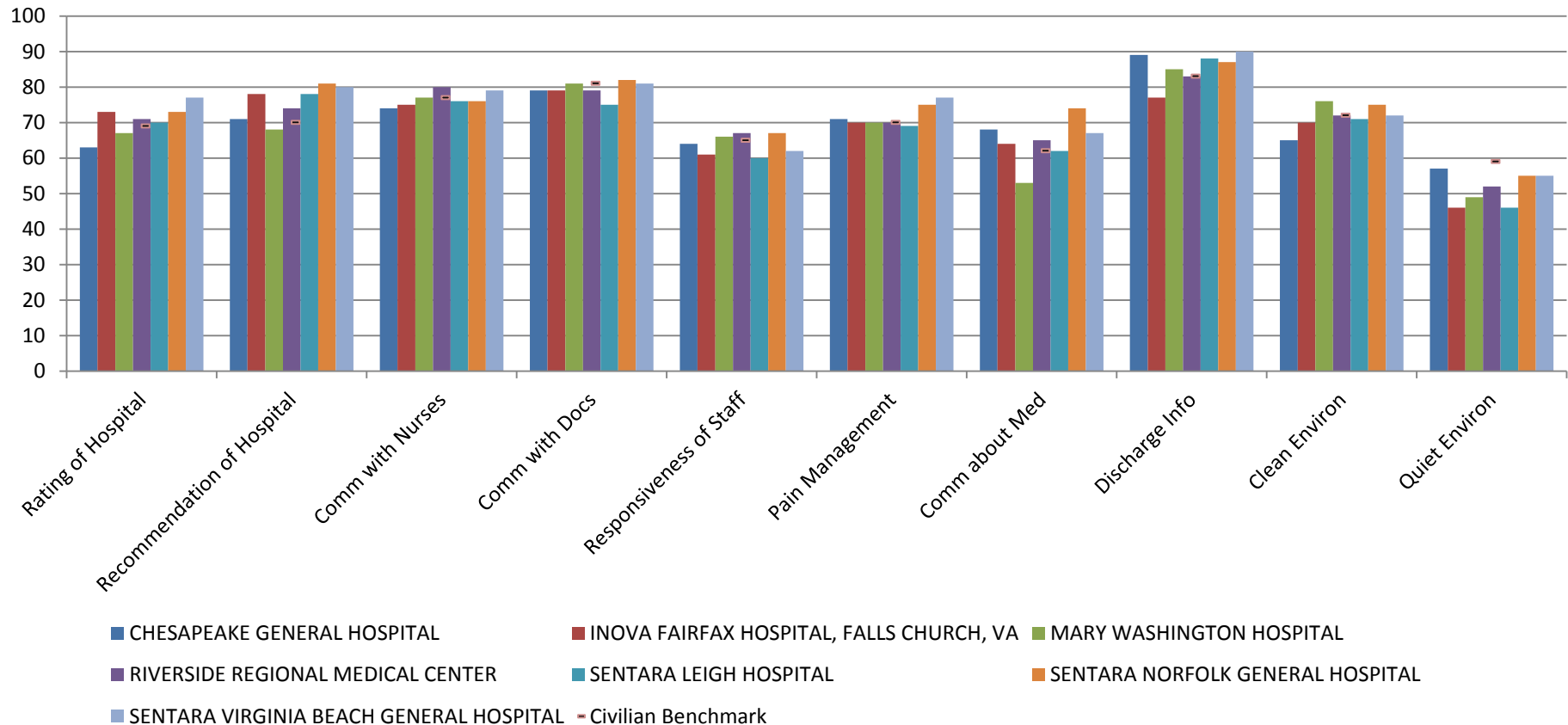
Virginia DC users report higher satisfaction than the civilian benchmark on most composites.



TRICARE Inpatient Satisfaction Survey (TRISS)

Virginia PC Facilities

Composite Results, Q4FY11 – Q3FY12

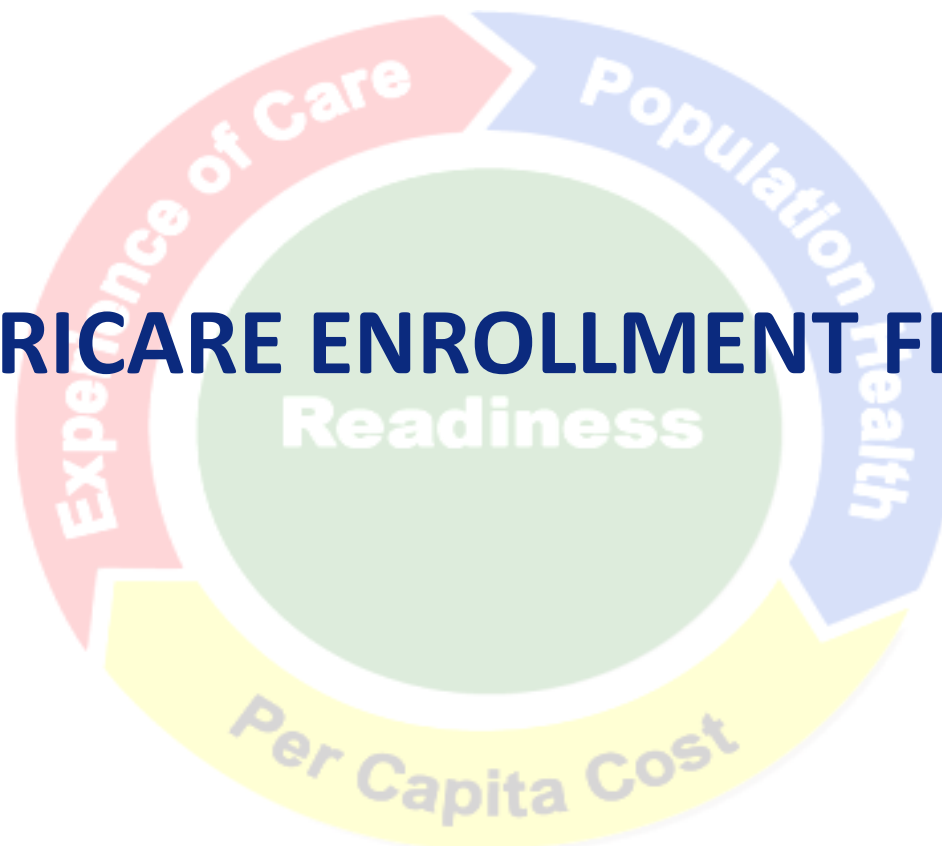


- 1) All MHS data are adjusted for selection, non-response, beneficiary category, age, and MTF service branch
- 2) TRISS data have not been case-mix adjusted making comparisons to CMS benchmarks difficult.

Virginia PC users' satisfaction met the civilian benchmark in all measures except quiet environment.



TRICARE ENROLLMENT FEES





2013 TRICARE ENROLLMENT FEES



- **TRICARE Prime**

Annual	Before OCT 1, 2011	OCT 2011 – SEP 2012	On or After OCT 1, 2012	Percent Change (2012-2013)
Individual	\$230.00	\$260.00	\$269.28	+ 3.6%
Family	\$460.00	\$520.00	\$538.56	+ 3.6%

- **Annual Increases**

TRICARE Prime enrollment fees are subject to increase each fiscal year based on the annual Cost Of Living Adjustment that occurs each calendar year to determine retired military pay.

- The only beneficiaries who are exempt from the enrollment fee increases each year are those classified as either:
 - Survivors of active duty deceased sponsors
 - Medically-retired uniformed service members and their dependents
- The fee remains frozen at the rate in effect when the active duty survivor or medically retired member is classified in DEERS in either category and enrolled in Prime, as long as there is a continuous Prime enrollment.



2013 TRICARE ENROLLMENT FEES



- **TRICARE Young Adult (TYA)**

Monthly	CY 2012	CY 2013 Effective: 1 January	Percent Change
PRIME	\$201.00	\$176.00	- 12.4%
STANDARD	\$176.00	\$152.00	- 13.6%

- **TRICARE Reserve Select (TRS)**

Monthly	CY 2012	CY 2013 Effective: 1 January	Percent Change
Individual	\$54.35	\$51.62	- 5.0%
Family	\$192.89	\$195.81	+ 1.5%



2013 TRICARE ENROLLMENT FEES



- TRICARE Retired Reserve (TRR)**

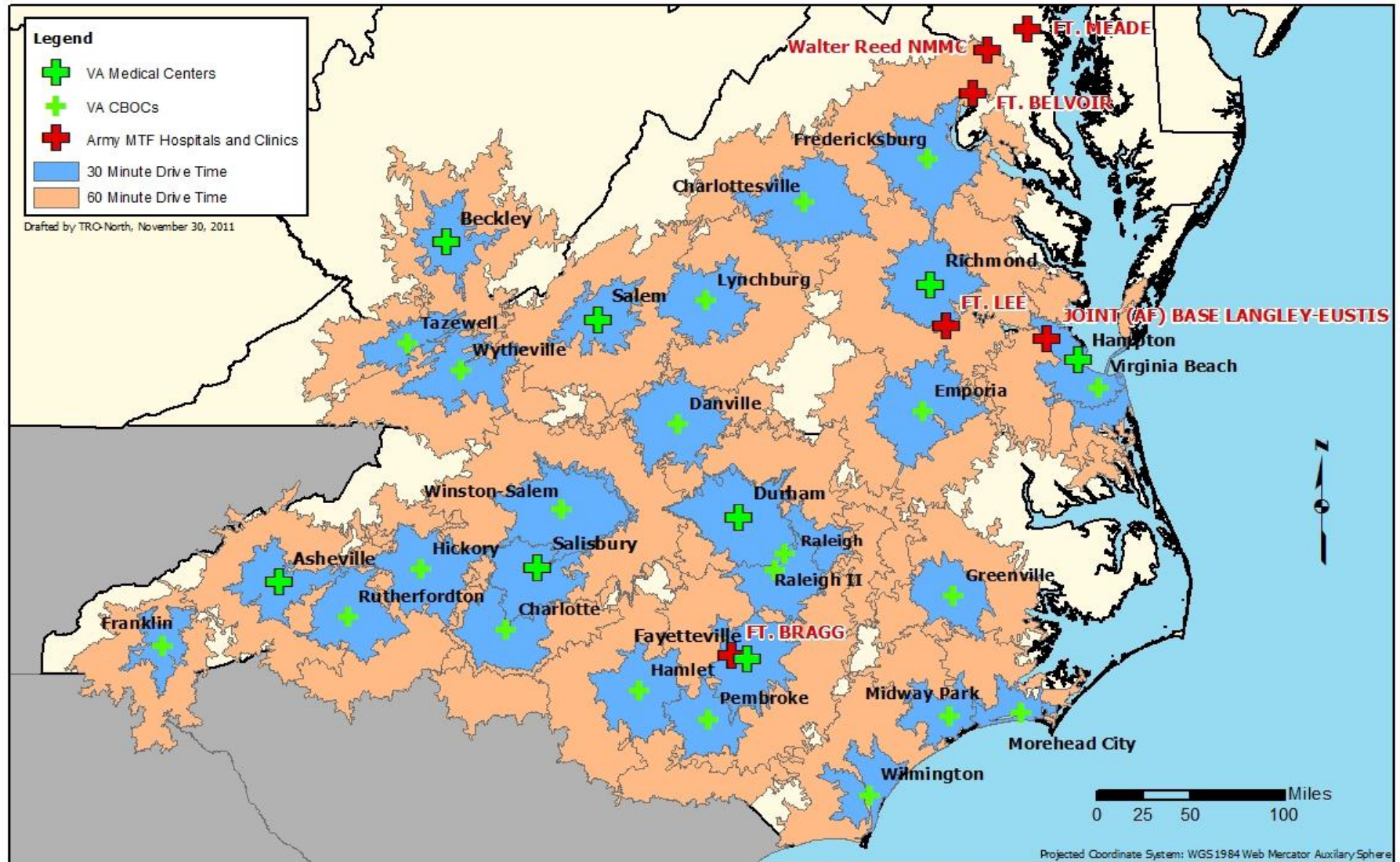
Monthly	CY 2012	CY 2013 Effective: 1 January	Percent Change
Individual	\$419.72	\$402.11	- 4.2%
Family	\$1024.43	\$969.10	- 5.4%

- Continued Health Care Benefits Program (CHCBP)**

Quarterly	FY 2012	FY 2013 Effective: 1 October 2012	Percent Change
Individual	\$1065.00	\$1138.00	+ 6.8%
Family	\$2390.00	\$2555.00	+ 6.9%



VISN 6 and DoD Medical Facilities



Integrated Disability Evaluation System (IDES)

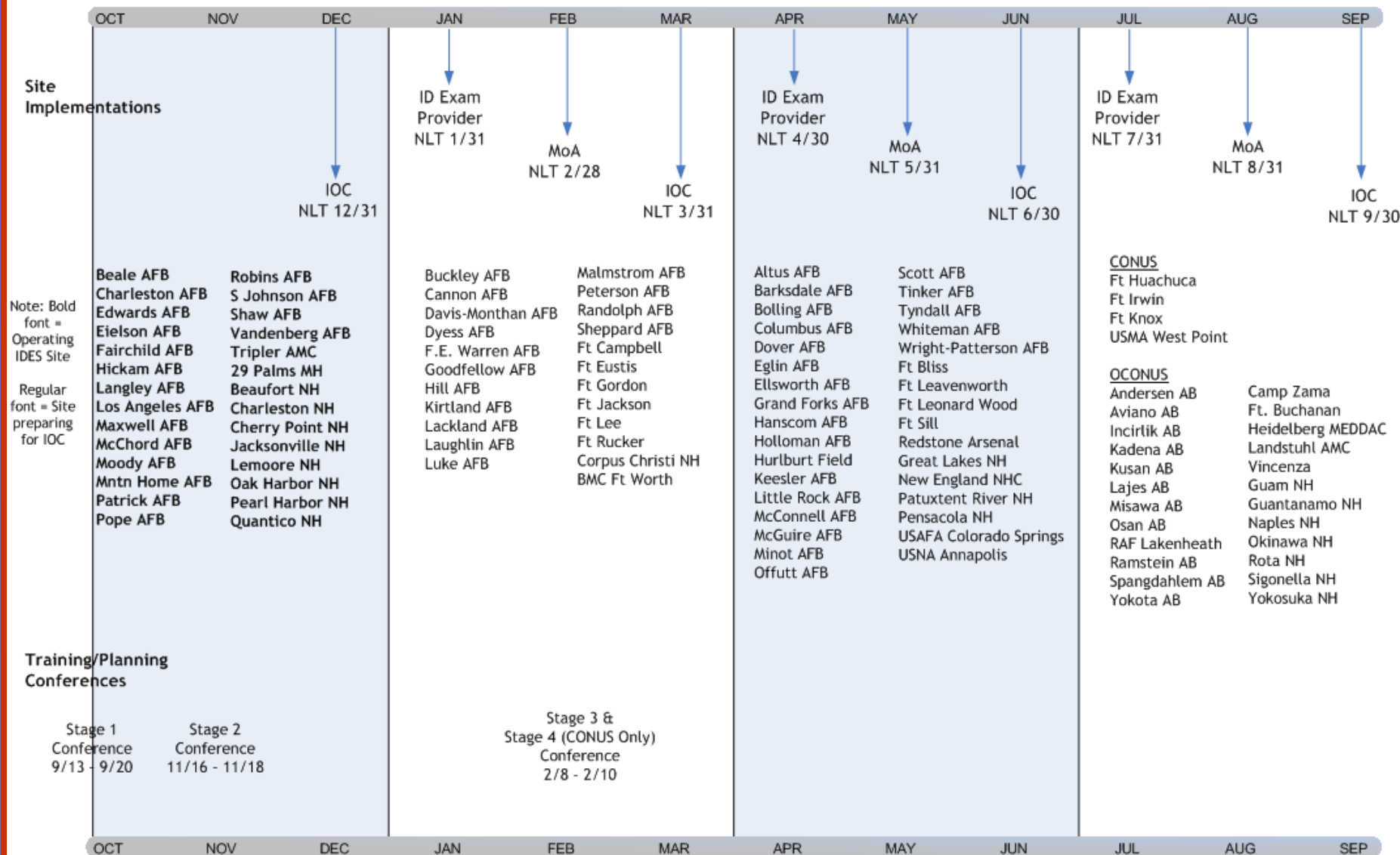
Project Schedule - FY2011

Phase III, Stage 1 28 sites

Phase III, Stage 2 23 sites

Phase III, Stage 3 33 sites

Phase III, Stage 4 28 sites



Note: Bold font = Operating IDES Site

Regular font = Site preparing for IOC



Integrated Disability Evaluation System



21-Oct-2012	Reporting periods include:									
	FY12: 01 Oct 11 to 30 Sept 2012				295 Days			305 Days		
	Last 3 Months: 01 Jul 12 to 30 Sept 2012				Days (Average)					
	Current Month: 01 Oct 12 to 21 Oct 2012				Completion of IDES			Completion of IDES		
DoD Location	Current IDES Cases	Average Cases Per Month (FY11)	Average Cases Per Month (FY12)	New Cases Last Month (Sept 2012)	FY12	Last 3 Months	Current Month	FY12	Last 3 Months	Current Month
Eustis JB, VA	344	38	30	24	321	338	355	336	357	370
Ft. Belvoir, VA	231	11	20	29	501	475	376	488	491	342
Ft. Bragg, NC	1482	74	120	144	378	387	388	400	464	491
Ft. Knox, KY	1010		78	355	229	231	276	165	165	324
Ft. Lee, VA	178	13	16	32	329	340	358	288	340	298
Ft. Meade, MD	293	20	19	27	452	478	536	534	645	715
Walter Reed NMMC (Army), MD	237	20	14	12	543	533	580	527	529	
West Point, NY	188		17	33	245	263		160	196	277
Army Total	3963	176	313	656	375	381	410	362	398	402
Andrews JB, MD	101	11	10	3	430	421	313	372	426	417
Bolling JB, DC	11		1	1			224			
Dover AFB, DE	34	0	4	2	247	241		311	311	
Hanscom AFB, MA	38	3	4	6	299	299	379	190	184	164
Langley JB, VA	66	14	5	10	367	398	414	289		
McGuire JB, NJ	55	4	5	3	370	379	441	186	156	
Offutt AFB, NE	53	4	6	5	274	275	384	222	228	
Pope AFB, NC	10	1	1	1	363	376	369			
Scott AFB, IL	46	6	5	3	294	306	291	205	254	
Seymour-Johnson AFB, NC	50	10	5	4	379	385	412	250		
Wright-Patterson AFB, OH	62	3	7	2	250	248	308	170	160	
Air Force Total	526	55	53	40	327	333	353	244	245	291
Annapolis NHC, MD	16	0	1	3	224	224	369			
Camp Lejeune NH, NC	818	95	80	71	391	370	355	367	306	
Cherry Point NH, NC	139	15	14	9	376	390	325			
Great Lakes FHCC, IL	100	14	14	7	274	285	286	205	259	216
New England NHC, CT	84	7	11	7	280	284	361	164	178	
Patuxent River NHC, MD	17	16	2	3	298	303	279			
Portsmouth NMC, VA	614	57	56	58	391	370	319	441	462	534
Quantico NHC, VA	160	15	12	10	419	434	388			
Walter Reed NMMC (Navy/Marine Corps), MD	230	21	21	27	405	391	436	433	509	154
Navy/Marine Total	2178	240	210	195	340	339	347	322	343	301
Overall Performance	6667	471	576	891	345	349	366	305	331	349



Forging Ahead for Our Beneficiaries FY 2013



- Readiness: Ft. Drum, Ft. Bragg, Camp LeJeune, Ft. McCoy
- Efficacy of the health care program
- Defense Health Agency
- CAPMED & NCR Multi Service Market
- True effect of NDAA 2013 and 2014 (BRAC; force reduction; fee changes, etc.)
- Integrated Disability Evaluation System support
- Transitional Prime Service Areas
- Emergency Department Utilization/Urgent Care Clinics
- Poly-pharmacy
- Women's Health — Gender differences in military substance use treatment
- Children's Health — Special health care needs & uncovered benefits
- Out of Area Network Reimbursement
- Sole Community Hospital Reimbursement Rule Change
- NDAA directed TRICARE Standard Review (Standard, TPR, TRS, TRR, TYA)
- TRICARE Europe, Asia & Africa—TMOP; Reduction of DoD footprint in AOR
- CONUS to OCONUS Care
- Environmental scan of the Affordable Care Act potential impact (January 1, 2014) in 77 Markets on DoD beneficiaries



TRICARE Regional Office North



Thank You!!



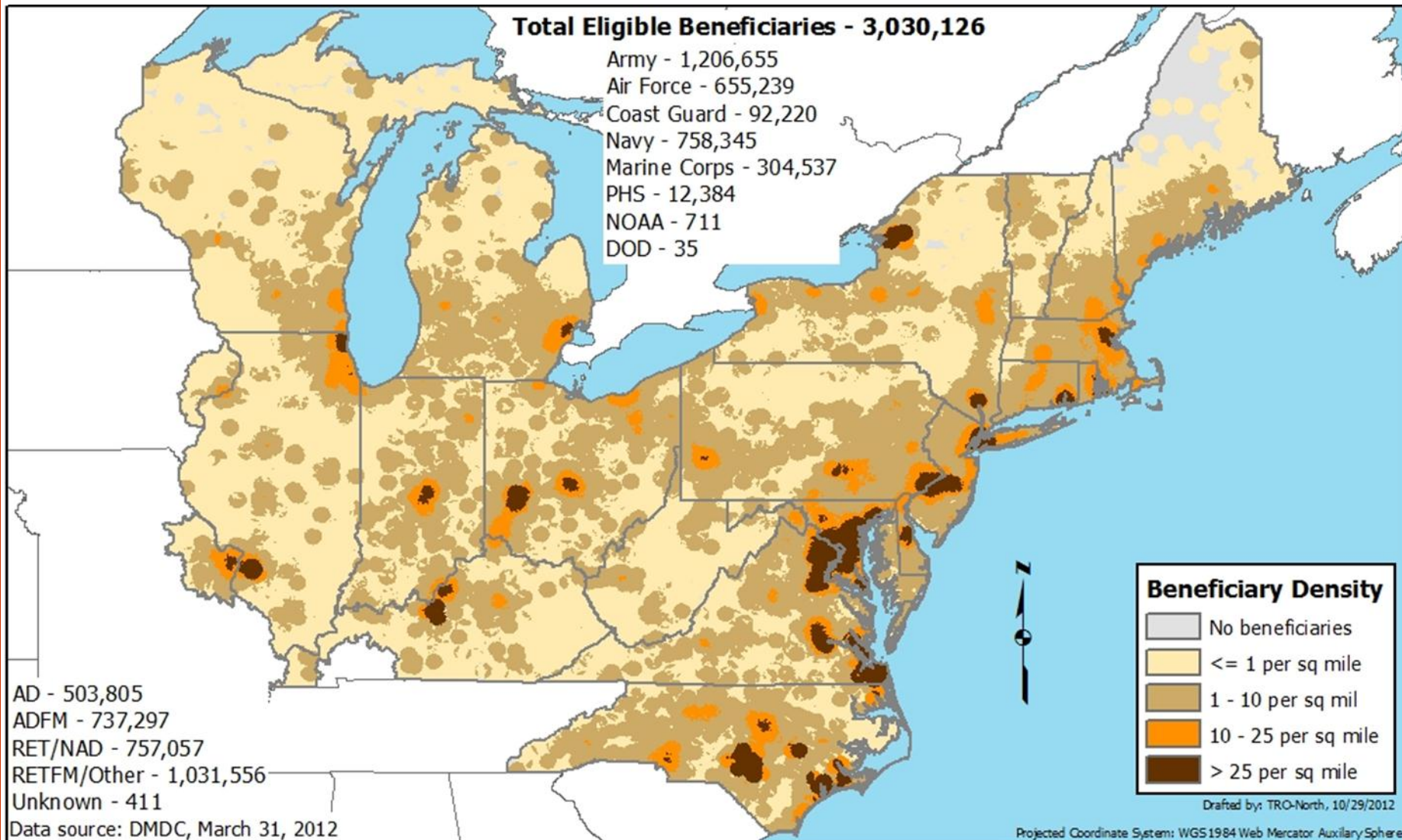
Thank You for Your Efforts



Back-Up Slides



TRO North TRICARE Eligible Beneficiary Population Density





TRICARE Prime Remote (TPR) Beneficiary Population for Virginia



- ❑ RET/NAD = 4: This represents the ADSM that shows they are retired in M2 but have not been updated in DEERS as retired. This lag can be as long as 30 or more days from official retirement date for DEERS to reflect the change in status.
- ❑ RETFM/ Other = 19: This is also affected by the lag between M2 and DEERS due to the ADSM still showing as retired in M2 and AD in DEERS. See prior answer #1 above.
- ❑ Total TPR Beneficiaries for VA = 3,937 and equals $(83,838 / 3,937)$ 4.7% of enrolled in TPR for the North Region.
- ❑ Highest Concentration per square mile is in the Extended Service Area of VA.
- ❑ TRICARE Prime Remote (TPR) is a managed care option, bringing you the benefits of TRICARE Prime in designated remote locations. You must enroll to participate.
- ❑ Only ADSM and ADFM are eligible to be enrolled in TPR if they are qualified per the TOM.
- ❑ Beneficiary Satisfaction is not tracked by TMA for TPR.
- ❑ Network adequacy issues are that in Remote areas there may not be the right mix of Specialty Care Providers so we use the Referral system and Prime Travel Benefit to provide that care for over 100 miles distance to a SCP. This is only good for the ADFM if they are the patient. We also pay for the NMA if medically necessary for the ADFM appointment. They have to meet the requirements of the program to be reimbursed for the costs of travel.
- ❑ Shortfall is that the ADSM does not qualify for the PTB that would fall under the assigned unit to pay the expensed under TDY/TDA for both the ADSM and the NMA if medically necessary for the costs of travel.



TRICARE Prime Remote (TPR)

Eligibility for TPR



- ❑ Title 32: National Defense, PART 199 – CIVILIAN HEALTH AND MEDICAL PROGRAMS OF THE UNIFORMED SERVICES, 199.6 Supplemental Health Care Program for active duty members
 - ❑ TPR Eligibility for active duty members
 - General: TPR is available for certain AD members assigned to remote areas in the U.S.
 - Eligibility: Must be AD on orders for >30 consecutive days on permanent duty assignment >50 miles, or approx. 1 hour drive, from an MTF or clinic designated as adequate to provide primary care services to AD members and, pursuant to assignment of such duty, resides at a location >50 miles, or approx 1 hour drive, from an MTF or clinic designated as adequate to provide primary care services to AD members.
 - AD Family Members must meet the same eligibility criteria to be enrolled in TPR.



TRO North Experience of Care – TROSS Survey Results



Region: NORTH

**April 2012 Encounters - Purchased Care Mail Survey - Balanced
Scorecard Criteria**

1,275 Encounters	Total				Beneficiary Category				Type of Care	
	Civilian Benchmark	Apr 2012 Score %	Apr 2011 Score %	Change	Active Duty	Active Duty Family	Retirees and Family Under 65	Retirees and Family 65 and Over	Primary Care	Specialty Care
Overall Indicators										
Satisfaction with Healthcare (CAHPS)	57	60	59	1	33	44	58	78	65	54
Satisfaction with Plan		73	73	0	57	62	74	97	79	65
Satisfaction with Provider	87	91	88	2	83	88	91	93	93	88
Composites										
Access to Care	70	74	77	-2	76	76	76	70	75	73
Doctors Communicate	84	89	87	1	85	87	89	89	90	86
Office Staff	80	88	87	1	88	83	85	93	89	87
Perceptions of MHS		58	56	3	56	51	52	69	62	54
Mental Health Care		74	73	1	~	65	68	85	77	71
Balanced Score Card										
Satisfaction with Healthcare (BSC)	78	81	80	1	53	72	81	91	86	73
Ease Making Appointment by Phone	96	97	96	1	97	95	97	98	98	96
Did Provider Know Your Important Medical History	79	84	82	2	79	81	83	89	88	80
Timely Appointment for Routine Care	80	84	83	1	82	84	87	81	87	78
Did You Get Results on Test or X-Ray	79	83	81	2	74	74	88	82	85	78



TRO North Experience of Care – TRISS Survey Results



Global Items

Region: North

FY2012 Quarter 2 Quarterly Discharges - Purchased Care

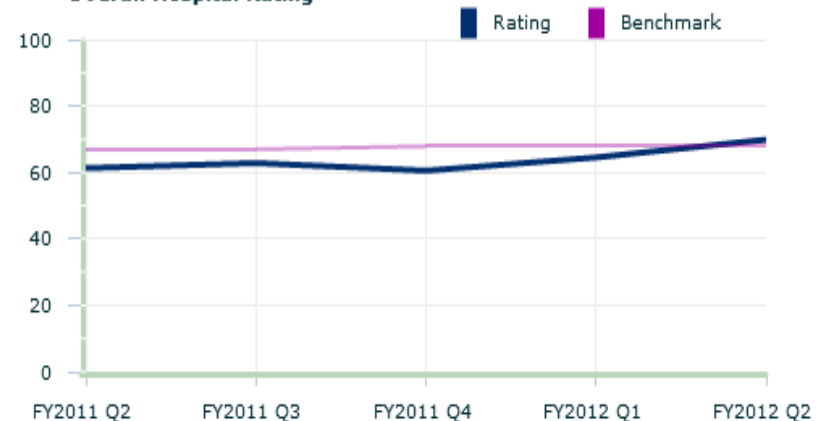
Global Items

	Rating		Civilian Benchmark	
Overall Hospital Rating	69.9%	↑	68.0%	▶
Recommend the Hospital	73.3%		70.0%	▶

Composite Measures and Independent Items

	Rating		Civilian Benchmark
Discharge Information	86.2%	+	83.0%
Communication with Doctors	80.6%		81.0%
Communication with Nurses	78.5%		77.0%
Cleanliness of Hospital Environment	72.6%		72.0%
Pain Management	72.4%		70.0%
Responsiveness of Hospital Staff	67.9%		65.0%
Communication About Medicines	67.3%	+	62.0%
Quietness of Hospital Environment	55.4%		59.0%

Overall Hospital Rating



Results are based upon 634 responses.